

# UI OPERATIONAL PERFORMANCE

**Quarter Ending March 31, 2000**

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Prepared by The Division of Performance Management

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*Quarter Ending March 31, 2000*

## Introduction

- ▶ This is the eleventh in a series of quarterly reports designed to give a broad overview of UI operational performance and its basic context. Where available, data shown are for the quarter, or for the 12-month period, ending March 31, 2000.
- ▶ This issue's *Special Focus* section explores the effects of taking initial and continued claims by telephone. It finds no strong impact of taking *initial claims* by telephone on timeliness of first payments or separation determinations but possibly a tendency toward more separation mispayments. Telephone *continued claims* seems to significantly improve the speed of continued payments but to increase the chance of making mispayments on continued claims.
- ▶ Users are encouraged to offer comments to the Division of Performance Management on the content, format and displays of the report. Please send comments to Burman Skrabble on 219-5223 ext. 140.

## Macro Scene

- *For the quarter*, economic conditions remained strong as unemployment stayed at generations-low rates. Total unemployment, insured unemployment, and unemployment rates were noticeably higher than in the previous quarter, the first quarter of the year being a high unemployment quarter. Total unemployment rose from 5.3 to 6.2 million and insured unemployment from 2.0 to 2.6 million. Tax collections fell from \$3.0 to 2.6 billion while benefit payments rose from \$4.2 to 6.0 billion.
- *For the year*, comparing 1-year values with 3-year averages shows the stronger aggregate labor market conditions and the extent that the UI system is affected. For example, total unemployment and the TUR are both below 3-year averages. However, the IUR has flattened out at 1.8% and initial claims and first payments have only declined marginally. Average benefit duration has stagnated at about 14.5 weeks and the exhaustion rate at about 33%. State ranges for all continue high: IUR from 0.6% to 5.3%, duration from 10 weeks to 21 weeks, and the exhaustion rate from 6% to 58%. The data also show that aggregate benefit payments have risen slightly relative to their 3-year averages (\$19.2 billion vs. \$18.9) but States are not taking advantage of the prosperous conditions to build up their trust funds substantially, as total contributions for the 12 months ending 3/31/00

at \$19.3 billion were slightly below their 3-year average of \$20.1 billion.

## UI System Performance

### GPRA / Tier I Performance

- From December to March the reciprocity rate jumped sharply from 36% to 42%, the BAM wage replacement rate remained about the same. The the percentage of UI claimants registered with the Job Service fell sharply, from 64% to 55%. Intrastate timeliness improved slightly while interstate fell about 2.5 percentage points. It appears that the exhaustion rate worsened.
- Overall, five quarterly Tier I aggregate indicators rose and ten fell. The number of States meeting criteria rose for four measures, fell for nine, and was unchanged for two. Last quarter saw a dramatic rise of nine States meeting the nonmon quality criterion; in the current quarter that was largely reversed as the number fell from 32 to 24.
  - \* Areas where greatest number of States achieve criteria: first payments within 35-days; Lower Authority appeals quality; Higher Authority 75-day timeliness; status determinations 90-day timeliness.
  - \* Weakest areas: Nonmon timeliness and quality; 14/21 day first payments (combined); timeliness of trust fund transfer.
- December to March Movement at a Glance**

|                                     | <u>Aggregate<br/>Performance</u> | <u>No. States<br/>Passing</u> |
|-------------------------------------|----------------------------------|-------------------------------|
| First Payment Timeliness (combined) |                                  |                               |
| • 14/21 Days                        |                                  |                               |
| • 35 Days                           |                                  | ↘                             |
| Nonmonetary Determinations          |                                  |                               |
| • Separation Timeliness             | ↘                                | ↘                             |
| • NonSep Timeliness                 | ↘                                | ↘                             |
| • Quality                           | ↘                                | ↘                             |
| Lower Authority Appeals             |                                  |                               |
| • Timeliness, 30 days               |                                  | →                             |
| • Timeliness, 45 Days               | ↘                                |                               |
| • Timeliness, 90 Days               | ↘                                | ↘                             |
| • Quality                           |                                  | →                             |
| Higher Authority Appeals            |                                  |                               |
| • Timeliness, 45 days               |                                  |                               |
| • Timeliness, 75 Days               | ↘                                |                               |
| • Timeliness, 120 Days              | ↘                                | ↘                             |
| New Status Determination            |                                  |                               |
| • Timeliness, 90 Days               | ↘                                | ↘                             |
| • Timeliness, 180 Days              | ↘                                | ↘                             |
| Transfer from Clearing Account      | ↘                                | ↘                             |

- *1st Payment Timeliness*-- Aggregate first payment timeliness edged up for combined and intrastate payments (which are dominated by intrastate) at both 14/21- and 35-day categories. Interstate declined slightly. However, the number of States missing both intra and interstate criteria rose, the interstate number from 4 to 10, and 9 States failed to meet the intrastate criterion. Figures for the current quarter are almost exactly at their 3-year averages.
- *Nonmonetary Determinations*-- Aggregate timeliness for both seps and nonseps and quality scores declined slightly, and the number failing each criterion rose by one. The average percent of cases with scores below 81 fell by about 2 points, while the number of States failing to meet the criterion of 75% with passing scores jumped by eight. The quarterly scores for timeliness were below the three-year average and the quality score was exactly the same. This suggests no improvement in this area.
- *Lower Authority Appeals*--Aggregate timeliness at the 30-day level edged up but fell about a point at the other two levels. Accompanying a one-point aggregate decline at the 90-day level was a jump from 3 to 9 in the number of States falling below the criterion of 95%. Aggregate quality scores improved about 1 point and the number of States passing the quality criterion remained at 52.
- *Higher Authority Appeals*--Aggregate performance at the 45-day level improved marginally, while declining ½ point to 1 point the 75-day and 150-day levels. The number of States missing the 45- and 75-day criteria fell, while the 1 percent decline in the aggregate 150-day level saw the number of States missing the criterion from rise 4 to 8.
- *Status Determinations Timeliness*--Aggregate time lapse at 90 and 180 days fell by about 2 points, causing an additional one and three States, respectively, to miss criteria.
- *Transfer Timeliness* -- Quarterly timeliness by both measures worsened-- from 2.4 to 2.7 days by the new ratio measure, and 1.53 to 1.94 by the new. About half the States fail criterion by the old measure and 23 States (up from 21 in the previous quarter) by the new.

### ***Other Important Measures***

- The other indicators had a mixed pattern from December to March.
  - \* % of *Continued Claims* paid within 21 days were absolutely flat for both average and distribution. On average the system pays about 93% of continued claims within 21 days; in the current quarter, the best State was at 99.6%, the lowest at 81%.
  - \* *BAM overpayment rate* was sharply lower--7.2% vs. 9.4%.
  - \* *Workforce development measures* were varied. BAM data showed about 12% of claimants received referrals to the ES (down from 16% in the previous quarter) and 5%

were in training. Aggregate data showed about 41% of UI initial claimants were profiled (up from 33%), of whom 32% were put into the services pool. About 35% of those pooled were referred to services. Unfortunately, 9048 reporting continues to be suspect.

\* *BPC recovery rates* were up (Fraud to 67% from 49% ; Nonfraud to 57% from 52%).

The quarterly highs suggest continuing reporting problems on the 227 report, however.

For the December quarter, collections were as high as 750% of establishments.

\* *Tax measures*: The system consistently receives about 92% of contributions on time and accounts receivable average about 2.2% of contributions due. During the calendar year, however, there was some erosion in audit penetration (1.9% to 1.7%), wages audited (1.5% to 1.2%) and change of the percent of wages resulting from audit (3.8% to 3.5%) relative to the three-year average.

## ***Special Focus Analysis: Early Indications of the Effects of Telephone Claims Taking***

Driven by costs and assisted by Department of Labor grants, States are rapidly moving to taking both initial and continued claims by telephone. Benefit Accuracy Measurement (BAM) program data show that the share of both initial and continued claims taken by telephone has risen rapidly since 1995 (Table 1). Initials taken by phone have increased by about 23 percentage points and continued by nearly 40 points. The growth in telephone initial claims has come at the expense of in-person claims taking; for continued claims, it involved substituting one remote method (telephone) for another (mail.) In FY 1999, 11 States took at least 70 percent of their initial claims by telephone; 28 States took at least 70% of continued claims by phone and 9 others were in the 57 to 69% range.

Chart 1, showing percentages of initial and continued claims taken by telephone in FY 1999, illustrates that in general, States have decided to implement either initial or continued claims taking by phone, but not both. In FY 1999, only eight States took at least 70% of both types of claims: Utah, Wisconsin, Colorado, Maryland, Rhode Island, Montana, Missouri and Alaska.

**Table 1**

### **Methods of Taking Initial and Continued UI Claims, FY 1995 and FY 1999 (Percents)**

|               | Initial Claims |         |        | Continued Claims |         |        |
|---------------|----------------|---------|--------|------------------|---------|--------|
| Method        | FY 1995        | FY 1999 | Change | FY 1995          | FY 1999 | Change |
| Mail          | 2.7            | 5.7     | - 3.0  | 72.6             | 36.7    | -35.9  |
| In Person     | 91.8           | 64.5    | - 27.3 | 5.3              | 2.4     | - 2.9  |
| Telephone     | 2.8            | 25.6    | 22.8   | 19.8             | 58.2    | 38.4   |
| Employer      | 2.0            | 3.0     | 1      | 2.1              | 2.4     | + 0.3  |
| Other/Missing | 0.6            | 1.1     | 0.5    | 0.1              | 0.2     | + 0.1  |

Source: Benefit Accuracy Measurement data

This analysis combines data from the BAM program and from UI required reports to assess the apparent impacts of telephone claims taking on the chief objective dimensions of UI performance: timeliness, quality, and accuracy. The time periods for the analysis vary because of availability of data. Timeliness and quality results, which come from UI required reports data, are for FY 1998 and FY 1999. Accuracy data summarize results for the period 1995-1999.

### **Telephone Initial Claims Taking**

1. Timeliness. The analysis examined Telephone Initial Claims (TIC) relative to other

methods currently in use (as Table 1 indicates, mostly in-person) by developing multiple regression equations which attempt to account for differences in time lapse across States in each of the years FY 1998 and FY 1999. Separate equations were developed for the percentage of separations detected within 14 days (first week affected to detection date) and decided within 21 days (detection date to decision date—the Tier I measure), and for the percentage of intrastate first payments within 14/21 days (Tier I and Secretary’s Standard measure). Different explanatory variables were used, but all included the State’s Total Unemployment Rate (TUR) as an indicator of economic conditions and the percentage of initial claims taken by telephone (TIC) from BAM data. In summary, the results are as follows:

- *Separation Detection Timeliness.* Neither the percentage of TIC nor the TUR explained State differences in detection timeliness in either FY 1998 or FY 1999. However, State differences are persistent from one year to the next; the level of FY 1998 timelapse explains over 80% of the levels of FY 1999 timelapse.
- *Separation Decision Timeliness.* Regression equations were run attempting to explain both FY 1998 and FY 1999 decision time lapse by TUR, %TIC, and detection time lapse. In both equations, the coefficient for TIC was negative, indicating that as the % TIC increased, the percentage of separation determinations decided in 21 days decreased, but it was not statistically significant. In FY 1998, the coefficient between detection and decision time lapse was positive and significant, suggesting that States which detect separation issues earlier also reach a decision earlier. As with detection timeliness, the best predictor of what a State did in FY 1999 is what it did in FY 1998.
- *First Payment Timeliness.* Regression equations were developed to explain FY 1998 and FY 1999 timeliness in terms of TUR, %TIC, separation detection timeliness and separation decision timeliness. In both years, the coefficient for TIC was negative but not significant at the 95% level. Also in both years, the coefficient for decision timeliness was positive and significant, indicating that making separation determinations faster tends to enable States to make first payments faster. Growth in telephone claims activity does not appear to be associated with 1<sup>st</sup> payment time lapse: the average change in percent of 1<sup>st</sup> payments made within 14/21 days in the 10 States with the greatest growth in TIC over FY1995-1999 was no different from the change in all other States.

2. Separation Determination Quality. The same approach was taken to determining whether TIC affected separation quality. Separation quality scores were regressed on TUR, %TIC, and separation timeliness. In both years, the TIC coefficient was negative but not significant at the usual (95%) level. Interestingly, in both years, the coefficient for decision timeliness was significant and positive, indicating that States which process separation determination more quickly also do them better. The scores for FY 1998 were included in another equation to explain FY 1999 levels; it showed that as with timeliness, quality scores are highly correlated from one year to the next.

3. Initial Claim Accuracy. BAM data permit the direct examination for differences in error rates for claims taken by TIC. For this analysis, the BAM cases of every State which took at least 10% of its initial claims by telephone and at least 10% of its initials by a method other than telephone, between FY 1995-FY 1999 were split into two groups. The first group is taken by TIC and the second is claims taken by all other methods. The percentage of cases containing overpayment errors was calculated for both segments. Three error rates by type were calculated--monetary, separation, and all errors occurring at the initial claims level--to test for differences due to the method of initial claims taking. (The total rate may be smaller than the sum of monetary and separation errors because some cases have both kinds of errors.) The statistical significance of the telephone-all other differences was tested. Table 2 summarizes the results. In brief:

- *All Initial Claims Errors.* Eleven States had differences; in eight, phone errors were higher, but only one was statistically significant.
- *Monetary Determination Error Rates.* Thirteen differences were split 6/7 with none significant.
- *Separation Determination Error Rates.* In nine of the thirteen samples with differences claims taken by telephone had higher errors. One was statistically significant.
- A preliminary logistic regression using BAM cases estimates that taking initial claims by telephone significantly, although slightly, increases the probability of separation errors.

Table 3 at the end of the study shows the initial and continued claims comparisons which are summarized in Table 2. The statistically significant differences in State error rates are shaded.

One would conclude from the national averages that there is a tendency for initial claims taken by telephone to be slightly more prone to errors. The State-by-State comparisons indicate the real differences are concentrated in separation errors; there seems to be no effect of TIC on monetary errors.

Table 2

| <b>Overpayment Case Error Rates—FY 1995-1999—Telephone vs. Other</b> |                     |              |                                  |                           |
|--|---------------------|--------------|----------------------------------|---------------------------|
|  | <b>U.S. Average</b> |              | <b>Number of States in Which</b> |                           |
|  | <b>Phone</b>        | <b>Other</b> | <b>Phone Was Higher</b>          | <b>Other was Higher</b>   |
| <i>All Initial Claim</i>   | <i>5.3%</i>         | <i>4.8%</i>  | <i>8 (1 significant)</i>         | <i>3 (0 significant)</i>  |
| Monetary   | 3.6%                | 3.4%         | 6 (0 significant)                | 7 (0 significant)         |
| Separation   | 1.8%                | 1.5%         | 9 (1 significant)                | 4 (0 significant)         |
| <i>All Continued Claim</i>   | <i>11.6%</i>        | <i>10.8%</i> | <i>16 (6 significant)</i>        | <i>16 (0 significant)</i> |
| Ben Yr Earn  | 5.9%                | 6.1%         | 13 (2 significant)               | 19 (2 significant)        |
| Eligibility  | 5.5%                | 4.1%         | 22 (8 significant)               | 10 (0 significant)        |
| Other  | 1.0%                | 1.0%         | 12 (1 significant)               | 17 (0 significant)        |



## Telephone Continued Claims Taking

1. Timeliness. The same methodology of examining timeliness during FY1998 and FY1999 using multiple regression equations to detect effects of Telephone Continued Claims (TCC) was used as for TIC. In summary, the results are:

- *Nonseparation Detection Timeliness.* TCC did not seem to be significantly related to the timeliness of detecting nonsep issues in either FY1998 or FY 1999. The regression coefficients are positive but not statistically significant. As with Separation issue detection, the pattern of FY 1999 timeliness is significantly and positively related to the FY 1998 pattern across States, however.
- *Nonseparation Decision Timeliness.* It is not clear whether TCC is related to the timeliness of reaching a nonsep decision in either FY1998 or FY 1999; the regression coefficients are positive but not statistically significant. As with the timeliness of issue detection, the pattern of FY 1999 decision timeliness is significantly and positively related to the FY 1998 pattern across States. In FY 1998 (but not in FY 1999), there was a significant positive relationship between timeliness of detection and decision.
- *Continued Claims Payment Timeliness.* In both the FY 1998 and FY 1999 regressions, the percentage of TCC is significantly and positively related to the percentage of continued claims paid within 14 days. The TUR is significantly, but negatively, related to CC timeliness.

2. Nonseparation Determination Quality. The regressions relating Nonsep quality to TUR, TCC, and Nonsep Timelapse showed a significant positive relationship with timelapse in both FY1998 and FY1999, but no significant relationship to TCC or TUR (both coefficients were negative, however.). Nonsep quality in FY1999 is fairly accurately predicted by quality in FY1998.

3. Nonseparation Accuracy. The same kind of test for the possible effects of TCC on accuracy of determinations made at the nonsep level was performed as for accuracy at the separation level. The BAM samples of all States in which telephone claims accounted for between 10% and 90% of total continued claims were split into TCC and all other. The percentage of those claims involving Benefit Year Earnings, eligibility, and other errors, as well as all together, were calculated for both sets of cases. The results are shown in Table 2. Judging from the number of States whose TCC error rates are significantly higher than “Other”, it appears that continued claims taken by telephone are significantly more prone to error than those taken by other means (mostly mail, apparently.) A preliminary logistic regression using BAM cases estimates that taking continued claims by telephone significantly, although slightly, increases the probability of eligibility errors.

## Conclusions

In brief, this analysis indicates that:

- At the initial claims level, Telephone claims taking seems to have
  - No strong relationship to the speed with which States detect or decide separation issues, or make first payments, or to separation determination quality. Any effect is probably weakly negative;
  - A slight tendency to increase the chance of making mispayments, especially on separation determinations, over other methods of taking initial claims in those States which have used TIC.
- Taking continued claims by telephone seems to have
  - A significant, positive effect on continued claims promptness;
  - Higher errors at the continued claim level of eligibility, especially where “eligibility” issues, such as work search and Job Service registration, are concerned, but no effect on other areas such as Benefit Year Earnings errors;
  - No significant effect on the timeliness of either detecting or deciding continued claims, although the positive regression coefficients suggest it may enhance timeliness;
  - No significant effect on nonsep quality, although the regression coefficients are negative.
- State patterns of timeliness and quality tend to be very stable from one year to the next.
- States which decide nonmons more timely also tend to have higher quality scores.
- Overall, this analysis seems to suggest that States’ underlying laws, practices and processes determine timeliness, quality and accuracy. Shifts to different methods seem to have largely marginal effects. At the initial claims level shifting to telephone methods seems to have mildly negative impacts, if any; at the continued claims level, they significantly enhance payment timeliness but tend to result in more eligibility errors.

Chart 1

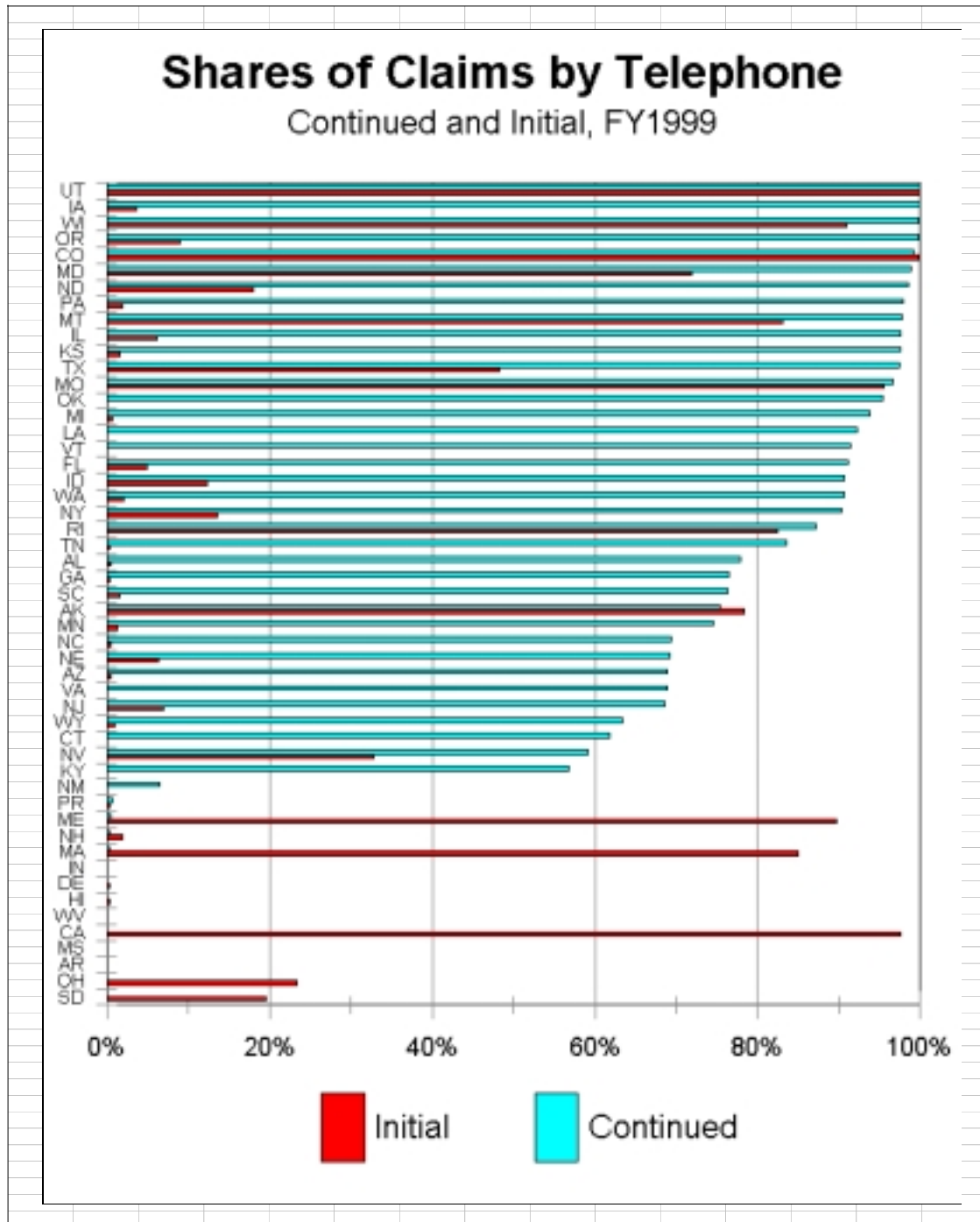


Table 3

| Percentage of Claims with Payment Errors, by Type of Error, During FY 1995 - FY 1999, Telephone vs. Other Claims |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
|--|--------------------|-------|-----------|-------|------------|-------|---------------|-------|-----------|-------|-------------|-------|-----------|-------|
|  | All Initial Claims |       | Monetary  |       | Separation |       | All Continued |       | BYE       |       | Eligibility |       | Other     |       |
| State  | Telephone          | Other | Telephone | Other | Telephone  | Other | Telephone     | Other | Telephone | Other | Telephone   | Other | Telephone | Other |
| AK   | 9.4                | 5.6   | 7.6       | 4.5   | 2          | 1.2   | 13.2          | 12.9  | 8.4       | 8.9   | 2.4         | 2.2   | 3.4       | 2.8   |
| AL   |                    |       |           |       |            |       | 9.6           | 10.3  | 5.8       | 6     | 4.1         | 4.8   | 0.5       | 0.3   |
| AR   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| AZ   |                    |       |           |       |            |       | 14.3          | 11.1  | 6         | 4.6   | 8.6         | 6.5   | 0.3       | 0.2   |
| CA   | 6.2                | 6.2   | 3.4       | 3.8   | 2.8        | 2.6   |               |       |           |       |             |       |           |       |
| CO   |                    |       |           |       |            |       | 15.8          | 12.4  | 5.6       | 6.1   | 11          | 6.9   | 0.6       | 0.5   |
| CT   |                    |       |           |       |            |       | 4.7           | 8.1   | 3.7       | 6.4   | 0.2         | 0.5   | 0.8       | 1.3   |
| DE   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| FL   |                    |       |           |       |            |       | 5.5           | 6.9   | 3.6       | 5.8   | 0.9         | 0.5   | 1         | 0.6   |
| GA   |                    |       |           |       |            |       | 4.1           | 2.7   | 2.7       | 2.2   | 1.3         | 0.4   | 0.1       | 0.1   |
| HI   |                    |       |           |       |            |       | 19.4          | 18.5  | 11.2      | 11.6  | 10.3        | 8     | 0.1       | 0.6   |
| IA   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| ID   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| IL   |                    |       |           |       |            |       | 17            | 13.6  | 8.5       | 7     | 5.6         | 3.7   | 3.3       | 3.4   |
| IN   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| KS   |                    |       |           |       |            |       | 13.8          | 9.5   | 3.2       | 4.9   | 10.5        | 4.6   | 0.5       | 0.1   |
| KY   |                    |       |           |       |            |       | 6.8           | 6.9   | 3.2       | 5.5   | 3.7         | 1.4   | 0.2       | 0.3   |
| LA   |                    |       |           |       |            |       | 10.6          | 14.8  | 6.2       | 8.5   | 4.5         | 6.3   | 0.1       | 0.3   |
| MA   | 8.6                | 8.9   | 7.9       | 8.2   | 0.7        | 0.8   |               |       |           |       |             |       |           |       |
| MD   | 5.1                | 4.7   | 3.7       | 3.2   | 1.5        | 1.6   | 24.3          | 19.3  | 7.4       | 5.3   | 20          | 14.6  | 1.2       | 0.8   |
| ME   | 2.6                | 1.1   | 1.4       | 0.3   | 1.2        | 0.8   |               |       |           |       |             |       |           |       |
| MI   |                    |       |           |       |            |       | 15.2          | 13.7  | 7.6       | 4     | 5.7         | 7.7   | 2.8       | 2.8   |
| MN   |                    |       |           |       |            |       | 13.3          | 15    | 7         | 8.3   | 6.7         | 7.7   | 0         | 0.1   |
| MO   | 3.7                | 2.9   | 1.5       | 1.1   | 2.2        | 1.8   |               |       |           |       |             |       |           |       |
| MS   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| MT   | 2.5                | 4.2   | 1.4       | 1.9   | 1.1        | 2.3   | 24.8          | 18.9  | 13.5      | 8.7   | 13.8        | 7.6   | 0.7       | 4     |
| NC   |                    |       |           |       |            |       | 13.1          | 6.8   | 5.4       | 4.6   | 8.5         | 2.3   | 0.2       | 0.2   |
| ND   | 4.1                | 4.1   | 3         | 3.4   | 1.7        | 0.7   | 3.3           | 2.6   | 2.9       | 2.3   | 0.3         | 0.2   | 0.2       | 0.1   |
| NE   |                    |       |           |       |            |       | 7.4           | 10    | 4.4       | 5.4   | 3.1         | 4.6   | 0.2       | 0.4   |
| NH   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| NJ   |                    |       |           |       |            |       | 5.3           | 7.9   | 2.7       | 4.9   | 2.4         | 2.2   | 0.4       | 0.9   |
| NM   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| NV   |                    |       |           |       |            |       | 12.2          | 11.6  | 5.8       | 6.5   | 6.4         | 4.9   | 0         | 0.3   |
| NY   |                    |       |           |       |            |       | 3             | 3.5   | 2         | 2.8   | 0.8         | 0.4   | 0.2       | 0.3   |
| OH   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| OK   |                    |       |           |       |            |       | 5.1           | 5.7   | 2.6       | 2.1   | 2.3         | 4     | 1         | 0     |
| OR   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| PA   |                    |       |           |       |            |       | 16.1          | 15.2  | 6.9       | 7.5   | 0.5         | 0.3   | 9.1       | 8     |
| PR   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| RI   | 4                  | 3.6   | 2.2       | 2.8   | 1.8        | 0.9   | 7.6           | 8.6   | 4.5       | 6.5   | 1.6         | 0.9   | 1.8       | 1.5   |
| SC   |                    |       |           |       |            |       | 13.6          | 8.2   | 8.3       | 6.3   | 5.4         | 1.5   | 0         | 0.5   |
| SD   | 2                  | 4.3   | 1.3       | 2.6   | 0.7        | 1.7   |               |       |           |       |             |       |           |       |
| TN   |                    |       |           |       |            |       | 4.5           | 5.3   | 3.9       | 3.4   | 0.5         | 1.7   | 0.2       | 0.6   |
| TX   | 6.2                | 5.7   | 1.7       | 3     | 4.5        | 2.8   | 15.6          | 9.3   | 8.3       | 7.1   | 7.6         | 2.5   | 1         | 0.1   |
| UT   | 9.3                | 7.6   | 7.2       | 6.1   | 2.3        | 1.7   |               |       |           |       |             |       |           |       |
| VA   |                    |       |           |       |            |       | 20.9          | 17.7  | 6.6       | 6.5   | 15.6        | 11.8  | 0         | 0.1   |
| VT   |                    |       |           |       |            |       | 11.3          | 14.6  | 7.8       | 9.8   | 3.4         | 4.2   | 0.4       | 0.9   |
| WA   |                    |       |           |       |            |       | 11.8          | 12.8  | 7.7       | 10.4  | 4.3         | 2.6   | 0         | 0.2   |
| WI   | 5.3                | 4.1   | 4         | 3.4   | 1.5        | 0.7   |               |       |           |       |             |       |           |       |
| WV   |                    |       |           |       |            |       |               |       |           |       |             |       |           |       |
| WY   |                    |       |           |       |            |       | 8.1           | 10.4  | 4.1       | 6.3   | 3.7         | 4.6   | 0.4       | 0     |
| U.S. Avg.  | 5.3                | 4.8   | 3.6       | 3.4   | 1.8        | 1.5   | 11.6          | 10.8  | 5.9       | 6.1   | 5.5         | 4.1   | 1.0       | 1.0   |

| UI QUARTERLY MANAGEMENT REPORT                      |                    |       |          |          |                   |       |                  |       |                 |        |
|---|--------------------|-------|----------|----------|-------------------|-------|------------------|-------|-----------------|--------|
| CHART I   |                    |       |          |          |                   |       |                  |       |                 |        |
| Report Period: January 1, 2000 to March 31, 2000    |                    |       |          |          |                   |       |                  |       |                 |        |
| Rundate: 20-Jun-2000                                |                    |       |          |          |                   |       |                  |       |                 |        |
|   | NATIONAL AGGREGATE |       |          |          | STATE PERFORMANCE |       |                  |       |                 |        |
|   | 3-Yr               | 1-Yr  | Prev Qtr | Curr Qtr | 1-Yr              |       | Previous Quarter |       | Current Quarter |        |
|   |                    |       |          |          | High              | Low   | High             | Low   | High            | Low    |
| <b>MACRO INDICATORS</b>                             |                    |       |          |          |                   |       |                  |       |                 |        |
| Net UI Contributions (3-yr. is annual avg.)         | 20.1B              | 19.3B | 3.0B     | 2.6B     | 2.7B              | 3.4M  | 0.41B            | 0.74M | 0.46B           | 0.21M  |
| Net UI Benefits (3-yr. is annual avg.)              | 18.9B              | 19.2B | 4.2B     | 6.0B     | 2.5B              | 2.9M  | 0.57B            | 0.87M | 0.70B           | 0.35M  |
| TUR (unadjusted)                                    | 4.5%               | 4.2%  | 3.8%     | 4.4%     | 11.3%             | 2.4%  | 11.4%            | 2.0%  | 10.9%           | 2.7%   |
| IUR (unadjusted)                                    | 1.9%               | 1.8%  | 1.6%     | 2.1%     | 5.3%              | 0.6%  | 5.2%             | 0.4%  | 6.5%            | 0.7%   |
| Total Unemployment Level (weekly, unadjusted)       | 6.2M               | 5.8M  | 5.3M     | 6.2M     | 0.84M             | 9,624 | 0.78M            | 8,724 | 0.87M           | 11,245 |
| Insured Unemployment Level (weekly, unadjusted)     | 2.3M               | 2.2M  | 2.0M     | 2.6M     | 0.37M             | 1,753 | 0.35M            | 494   | 0.41M           | 321    |
| Number of First Payments (3-yr. is annual avg.)     | 7.1M               | 6.8M  | 1.6M     | 2.2M     | 1.0M              | 1,408 | 262,172          | 401   | 301,728         | 190    |
| Number of Initial Claims (3-yr. is annual avg.)     | 16.1M              | 15.2M | 4.0M     | 4.2M     | 2.6M              | 2,031 | 667,041          | 482   | 679,168         | 299    |
| Average Duration of Benefits (weeks)                | 14.4               | 14.6  | ^        | ^        | 20.7              | 9.5   | ^                | ^     | ^               | ^      |
| Exhaustion Rate                                     | 32.7%              | 33.5% | ^        | ^        | 58.0%             | 5.7%  | ^                | ^     | ^               | ^      |
| <b>GPRA PERFORMANCE</b>                             |                    |       |          |          |                   |       |                  |       |                 |        |
| UI Reciprocity Rate                                 | 36.5%              | 37.4% | 36.5%    | 42.0%    | 65.7%             | 19.2% | 64.8%            | 16.0% | 66.0%           | 15.4%  |
| Wage Replacement Ratio (BAM)                        | 46.1%              | 46.1% | 46.2%    | 46.3%    | 57.7%             | 30.7% | 58.4%            | 32.6% | 57.9%           | 28.2%  |
| % UI Claimants Registered with ES (BAM)             | 61.0%              | 61.0% | 63.6%    | 54.5%    | 99.4%             | 18.1% | 99.2%            | 18.3% | 100.0%          | 10.9%  |
| <b>OTHER IMPORTANT MEASURES OF PERFORMANCE</b>      |                    |       |          |          |                   |       |                  |       |                 |        |
| % of Contributory Employers Filing Reports Timely   | 87.4%              | 85.8% | 87.0%    | 83.3%    | 98.3%             | 39.7% | 97.8%            | 74.4% | 99.7%           | 75.8%  |
| Cont. Claims Payment Timeliness, Intra, 21 days     | 93.0%              | 93.3% | 93.4%    | 93.4%    | 99.6%             | 83.0% | 99.6%            | 71.2% | 99.6%           | 71.2%  |
| BAM Overpayment Rate                                | 8.72%              | 8.84% | 9.38%    | 7.17%    | 21.02%            | 2.91% | 23.90%           | 1.46% | 25.85%          | 1.23%  |
| Fraud Overpayment Recovery Rate                     | 53.7%              | 54.3% | 48.5%    | 67.0%    | 165.5%            | 8.4%  | 153.0%           | 16.9% | 422.1%          | 32.5%  |
| Nonfraud Overpayment Recovery Rate                  | 55.3%              | 56.3% | 52.0%    | 57.7%    | 464.0%            | 17.5% | 388.8%           | 31.5% | 746.9%          | 28.2%  |
| % of Amounts Due that were Paid Timely              | 91.8%              | 91.6% | ^        | ^        | 100.0%            | 0.7%  | ^                | ^     | ^               | ^      |
| % of Accounts Receivable at end of report period    | 2.3%               | 2.2%  | ^        | ^        | 15.6%             | 0.4%  | ^                | ^     | ^               | ^      |
| % of Change in total wages resulting from audit     | 3.8%               | 3.5%  | 3.6%     | 3.5%     | 15.1%             | 0.6%  | 14.9%            | 0.5%  | 18.2%           | 0.4%   |
| % of Contributory employers who are audited         | 1.9%               | 1.7%  | ^        | ^        | 3.6%              | 0.1%  | ^                | ^     | ^               | ^      |
| % of Total wages audited (annualized)               | 1.5%               | 1.4%  | ^        | ^        | 3.6%              | 0.2%  | ^                | ^     | ^               | ^      |
| <b>UI and the WORKFORCE DEVELOPMENT SYSTEM</b>      |                    |       |          |          |                   |       |                  |       |                 |        |
| % of UI claimants receiving referrals from ES (BAM) | 16.3%              | 15.0% | 16.3%    | 12.3%    | 46.8%             | 0.3%  | 53.8%            | 0.5%  | 43.2%           | 0.6%   |
| % of UI claimants in Training (BAM)                 | 5.0%               | 5.1%  | 6.1%     | 4.6%     | 10.2%             | 2.2%  | 12.8%            | 1.7%  | 10.9%           | 1.0%   |
| Claimants profiled as % of ICs                      | 41.0%              | 38.6% | 33.4%    | 41.3%    | 73.9%             | 9.5%  | 103.2%           | 10.4% | 123.9%          | 8.2%   |
| Claimants pooled as % of those profiled             | 32.3%              | 36.1% | 39.1%    | 32.1%    | 97.9%             | 1.0%  | 98.1%            | 2.0%  | 97.6%           | 0.7%   |
| Claimants referred to services as % of pooled       | 36.3%              | 36.7% | 35.1%    | 34.7%    | 103.8%            | 3.8%  | 117.9%           | 4.2%  | 97.1%           | 5.4%   |
| * Data not available                                |                    |       |          |          |                   |       |                  |       |                 |        |
| ^ Measure is calculated on a yearly basis only      |                    |       |          |          |                   |       |                  |       |                 |        |

| QUARTERLY MANAGEMENT REPORT                            |           |                    |       |          |          |                   |       |      |                 |             |      |
|--|-----------|--------------------|-------|----------|----------|-------------------|-------|------|-----------------|-------------|------|
| CHART II   |           |                    |       |          |          |                   |       |      |                 |             |      |
| Report Period: January 1, 2000 to March 31, 2000       |           |                    |       |          |          |                   |       |      |                 |             |      |
|  |           |                    |       |          |          |                   |       |      | Rundate:        | 20-Jun-2000 |      |
| TIER 1 MEASURES  | CRITERION | NATIONAL AGGREGATE |       |          |          | STATE PERFORMANCE |       |      |                 |             |      |
|  |           | 3-Yr               | 1-Yr  | Prev Qtr | Curr Qtr | Previous Quarter  |       |      | Current Quarter |             |      |
|  |           |                    |       |          |          | High              | Low   | Fail | High            | Low         | Fail |
| FIRST PAYMENT TIMELINESS                               |           |                    |       |          |          |                   |       |      |                 |             |      |
| 1st Pays in 14/21 Days (combined)                      | 90%       | 89.2%              | 88.8% | 89.0%    | 89.2%    | 98.3%             | 72.2% | 21   | 98.3%           | 69.5%       | 20   |
| 1st Pays in 14/21 Days (intrastate)                    | 87%       | 90.0%              | 89.4% | 89.7%    | 90.0%    | 98.7%             | 72.6% | 6    | 98.5%           | 72.9%       | 9    |
| 1st Pays in 14/21 Days (interstate)                    | 70%       | 78.7%              | 79.5% | 81.1%    | 78.6%    | 96.4%             | 23.5% | 4    | 96.0%           | 30.0%       | 10   |
| 1st Pays in 35 Days (combined)                         | 95%       | 97.0%              | 96.8% | 96.6%    | 97.0%    | 99.9%             | 86.8% | 4    | 143.3%          | 88.9%       | 5    |
| 1st Pays in 35 Days (intrastate)                       | 93%       | 97.2%              | 97.0% | 96.8%    | 97.2%    | 99.9%             | 86.9% | 2    | 99.9%           | 89.6%       | 3    |
| 1st Pays in 35 Days (interstate)                       | 78%       | 93.3%              | 93.3% | 93.9%    | 93.1%    | 99.5%             | 51.6% | 2    | 99.1%           | 40.0%       | 1    |
| NONMONETARY DETERMINATIONS                             |           |                    |       |          |          |                   |       |      |                 |             |      |
| Separation Determinations within 21 Days               | 80%       | 73.2%              | 70.7% | 71.6%    | 67.9%    | 98.4%             | 34.2% | 32   | 98.4%           | 8.6%        | 33   |
| Nonseparation Determinations within 14 Days            | 80%       | 68.1%              | 64.6% | 64.2%    | 63.8%    | 95.4%             | 36.4% | 41   | 95.8%           | 33.8%       | 42   |
| Nonmon Determ scoring > 80 pts                         | 75%       | 70.2%              | 71.6% | 72.7%    | 70.2%    | 96.6%             | 15.8% | 21   | 96.6%           | 34.2%       | 29   |
| LOWER AUTHORITY APPEALS                                |           |                    |       |          |          |                   |       |      |                 |             |      |
| LAA decisions within 30 days                           | 60%       | 69.9%              | 74.0% | 71.7%    | 71.9%    | 99.9%             | 14.5% | 7    | 99.9%           | 9.4%        | 7    |
| LAA decisions within 45 days                           | 80%       | 86.5%              | 89.2% | 88.2%    | 87.2%    | 100.0%            | 48.4% | 5    | 100.0%          | 21.9%       | 4    |
| LAA decisions within 90 days                           | 95%       | *                  | 97.1% | 96.9%    | 95.9%    | 100.0%            | 89.3% | 3    | 100.0%          | 69.9%       | 9    |
| LA benefit appeals with combined scores > 85%          | 80%       | 91.7%              | 94.3% | 94.3%    | 95.1%    | 100.0%            | 75.0% | 1    | 100.0%          | 78.9%       | 1    |
| HIGHER AUTHORITY APPEALS                               |           |                    |       |          |          |                   |       |      |                 |             |      |
| HAA decisions within 45 days                           | 50%       | 64.4%              | 69.5% | 69.1%    | 71.8%    | 98.2%             | 12.2% | 7    | 100.0%          | 26.4%       | 6    |
| HAA decisions within 75 days                           | 80%       | 87.2%              | 91.8% | 92.6%    | 92.1%    | 100.0%            | 77.2% | 3    | 100.0%          | 79.0%       | 1    |
| HAA decisions within 150 days                          | 95%       | 96.3%              | 98.3% | 98.5%    | 97.3%    | 100.0%            | 86.2% | 4    | 100.0%          | 89.0%       | 8    |
| NEW STATUS DETERMINATIONS                              |           |                    |       |          |          |                   |       |      |                 |             |      |
| New status determinations made within 90 days          | 60%       | 78.8%              | 79.9% | 81.6%    | 79.7%    | 98.7%             | 39.3% | 2    | 98.2%           | 47.4%       | 3    |
| New status determinations made within 180 days         | 80%       | 89.7%              | 90.0% | 91.2%    | 88.7%    | 99.8%             | 67.9% | 3    | 99.3%           | 63.0%       | 6    |
| TIMELINESS OF TRANSFERS FROM CA TO TF                  |           |                    |       |          |          |                   |       |      |                 |             |      |
| # Days of transfer from clearing account to trust fund | <= 2 days | 2.2                | 2.4   | 2.4      | 2.7      | 10.0              | 0.1   | 25   | 20.3            | 0.0         | 27   |
| Annual ratio   | <=1.75    | 1.86               | 2.07  | 1.53     | 1.94     | 12.32             | -0.72 | 23   | 28.12           | -0.16       | 21   |
|  |           |                    |       |          |          |                   |       |      |                 |             |      |
| * Data not available                                   |           |                    |       |          |          |                   |       |      |                 |             |      |
| ^ Measure is calculated on a yearly basis only         |           |                    |       |          |          |                   |       |      |                 |             |      |

# UI QUARTERLY MANAGEMENT REPORT

## REGION I - BOSTON

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA MEASURES                           | CRITERION     | CT       |          | MA       |          | ME       |          | NH       |          | RI       |          | VT       |          |
|--|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
|  |               | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs |
| <b>First Payment Timeliness</b>                    |               |          |          |          |          |          |          |          |          |          |          |          |          |
| 1st Pays in 14/21 days (combined)                  | 90%           | 93.7%    | 92.9%    | 88.7%    | 89.0%    | 84.9%    | 85.6%    | 90.3%    | 89.2%    | 92.1%    | 89.3%    | 91.9%    | 90.9%    |
| 1st Pays in 14/21 days - intrastate                | 87%           | 95.4%    | 95.4%    | 89.7%    | 89.9%    | 86.9%    | 87.6%    | 91.0%    | 90.7%    | 92.7%    | 90.0%    | 92.9%    | 91.6%    |
| 1st Pays in 14/21 days - interstate                | 70%           | 66.9%    | 72.7%    | 78.9%    | 80.6%    | 59.6%    | 55.8%    | 68.0%    | 71.3%    | 79.4%    | 75.2%    | 78.6%    | 78.5%    |
| 1st Pays in 35 days (combined)                     | 95%           | 97.5%    | 96.5%    | 97.1%    | 96.4%    | 96.9%    | 96.7%    | 96.6%    | 96.5%    | 97.5%    | 96.8%    | 98.2%    | 98.0%    |
| 1st Pays in 35 days - intrastate                   | 93%           | 98.1%    | 97.9%    | 97.3%    | 96.6%    | 97.3%    | 96.9%    | 97.0%    | 97.1%    | 97.7%    | 96.9%    | 98.4%    | 98.2%    |
| 1st Pays in 35 days - interstate                   | 78%           | 87.2%    | 87.7%    | 92.5%    | 92.7%    | 88.2%    | 91.0%    | 84.0%    | 90.7%    | 94.2%    | 92.6%    | 94.5%    | 94.1%    |
| <b>Nonmonetary Determinations</b>                  |               |          |          |          |          |          |          |          |          |          |          |          |          |
| Separation Determinations within 21 days           | 80%           | 87.2%    | 89.7%    | 58.2%    | 57.8%    | 59.1%    | 68.8%    | 66.1%    | 63.1%    | 58.9%    | 75.7%    | 52.5%    | 55.9%    |
| Nonseparation Determinations within 14 days        | 80%           | 65.7%    | 67.0%    | 48.3%    | 47.5%    | 58.7%    | 66.2%    | 49.4%    | 48.5%    | 64.8%    | 69.9%    | 62.6%    | 69.3%    |
| Nonmonetary Determinations scoring $\geq$ 80 pts   | 75%           | 59.8%    | 68.7%    | 73.6%    | 80.1%    | 67.5%    | 75.1%    | 66.5%    | 69.5%    | 77.7%    | 87.4%    | 66.8%    | 72.6%    |
| <b>Lower Authority Appeals</b>                     |               |          |          |          |          |          |          |          |          |          |          |          |          |
| LA decisions within 30 days                        | 60%           | 71.4%    | 75.9%    | 79.3%    | 81.7%    | 62.6%    | 65.2%    | 72.6%    | 60.5%    | 94.9%    | 96.6%    | 60.3%    | 67.7%    |
| LA decisions within 45 days                        | 80%           | 88.8%    | 90.6%    | 93.9%    | 94.8%    | 90.3%    | 88.2%    | 90.2%    | 84.9%    | 99.2%    | 99.2%    | 88.3%    | 91.8%    |
| LA decisions within 90 days                        | 95%           | 95.4%    | 96.4%    | 99.1%    | 99.4%    | 98.4%    | 98.1%    | 99.0%    | 97.9%    | 100.0%   | 100.0%   | 97.5%    | 99.1%    |
| LA benefit appeals with combined scores $\geq$ 85% | 80%           | 100.0%   | 89.9%    | 90.0%    | 85.9%    | 0.0%     | 100.0%   | 100.0%   | 96.1%    | 95.0%    | 97.5%    | 100.0%   | 100.0%   |
| <b>Higher Authority Appeals</b>                    |               |          |          |          |          |          |          |          |          |          |          |          |          |
| HA decisions within 45 days                        | 50%           | 79.8%    | 79.7%    | 84.2%    | 84.4%    | 73.9%    | 58.6%    | 74.4%    | 76.7%    | 82.8%    | 78.2%    | 38.7%    | 61.5%    |
| HA decisions within 75 days                        | 80%           | 91.5%    | 94.0%    | 91.1%    | 90.4%    | 95.5%    | 92.5%    | 94.9%    | 95.3%    | 98.3%    | 92.4%    | 100.0%   | 93.3%    |
| HA decisions within 150 days                       | 95%           | 97.3%    | 98.3%    | 98.9%    | 98.2%    | 98.9%    | 99.6%    | 100.0%   | 98.8%    | 99.4%    | 94.8%    | 100.0%   | 98.9%    |
| <b>Tax/Cash Management</b>                         |               |          |          |          |          |          |          |          |          |          |          |          |          |
| New status determinations made within 90 days      | 60%           | 85.5%    | 87.4%    | 69.7%    | 72.2%    | 77.5%    | 81.8%    | 79.9%    | 84.7%    | 93.4%    | 94.5%    | 75.1%    | 63.4%    |
| New status determinations made within 180 days     | 80%           | 90.4%    | 92.4%    | 83.8%    | 86.4%    | 86.8%    | 90.2%    | 89.8%    | 92.4%    | 97.0%    | 97.4%    | 84.7%    | 76.8%    |
| Days' worth of deposits in Clearing Account        | $\leq$ 2 days | 2.9      | 2.2      | 1.3      | 1.5      | 2.8      | 1.8      | 5.4      | 3.5      | 0.3      | 0.2      | 1.7      | 1.5      |
| Annual Ratio                                       | $\leq$ 1.75   | 2.46     | 1.83     | 0.04     | 0.07     | 5.43     | 2.16     | 6.57     | 3.93     | 0.35     | 0.30     | 0.70     | 0.36     |
| <b>GPRA Performance</b>                            |               |          |          |          |          |          |          |          |          |          |          |          |          |
| UI Reciprocity Rate                                | NA            | 78.6%    | 62.1%    | 73.1%    | 63.6%    | 43.1%    | 34.7%    | 22.3%    | 21.2%    | 74.3%    | 64.5%    | 60.5%    | 52.6%    |
| BAM Wage Replacement Ratio                         | NA            | 45.7%    | 44.5%    | 47.6%    | 46.7%    | 53.6%    | 51.2%    | 43.5%    | 43.4%    | 57.9%    | 57.7%    | 52.2%    | 51.2%    |
| UI claimants registered with ES (BAM)              | NA            | 36.4%    | 42.6%    | 39.7%    | 51.1%    | 85.2%    | 80.4%    | 78.0%    | 84.9%    | 86.6%    | 86.1%    | 41.0%    | 72.3%    |

## UI QUARTERLY MANAGEMENT REPORT REGION I - NEW YORK

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA MEASURES                       | CRITERION | NJ       |          | NY       |          | PR       |          | VI       |          |
|--|-----------|----------|----------|----------|----------|----------|----------|----------|----------|
|  |           | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs |
| First Payment Timeliness                       |           |          |          |          |          |          |          |          |          |
| 1st Pays in 14/21 days (combined)              | 90%       | 87.2%    | 89.1%    | 80.8%    | 76.1%    | 93.4%    | 93.0%    | 69.5%    | 78.1%    |
| 1st Pays in 14/21 days - intrastate            | 87%       | 88.5%    | 90.4%    | 81.5%    | 76.5%    | 96.4%    | 96.2%    | 72.9%    | 79.7%    |
| 1st Pays in 14/21 days - interstate            | 70%       | 73.9%    | 72.9%    | 66.4%    | 68.7%    | 69.3%    | 47.5%    | 30.0%    | 30.2%    |
| 1st Pays in 35 days (combined)                 | 95%       | 97.6%    | 97.6%    | 93.4%    | 91.0%    | 97.4%    | 97.7%    | 143.3%   | 100.2%   |
| 1st Pays in 35 days - intrastate               | 93%       | 98.0%    | 98.0%    | 93.7%    | 91.1%    | 98.4%    | 98.9%    | 91.4%    | 94.2%    |
| 1st Pays in 35 days - interstate               | 78%       | 90.3%    | 89.6%    | 87.3%    | 86.7%    | 80.1%    | 64.3%    | 40.0%    | 58.5%    |
| Nonmonetary Determinations                     |           |          |          |          |          |          |          |          |          |
| Separation Determinations within 21 days       | 80%       | 73.2%    | 75.7%    | 43.2%    | 42.6%    | 65.3%    | 69.5%    | 47.5%    | 64.1%    |
| Nonseparation Determinations within 14 days    | 80%       | 58.0%    | 59.0%    | 51.6%    | 51.2%    | 56.1%    | 62.0%    | 66.0%    | 66.3%    |
| Nonmonetary Determinations scoring ≥ 80 pts    | 75%       | 52.1%    | 56.6%    | 36.4%    | 37.2%    | 59.8%    | 59.0%    | *        | *        |
| Lower Authority Appeals                        |           |          |          |          |          |          |          |          |          |
| LA decisions within 30 days                    | 60%       | 77.5%    | 81.5%    | 79.1%    | 78.7%    | 9.4%     | 24.3%    | 50.0%    | 69.7%    |
| LA decisions within 45 days                    | 80%       | 87.9%    | 91.1%    | 88.6%    | 89.3%    | 21.9%    | 50.2%    | 72.7%    | 84.8%    |
| LA decisions within 90 days                    | 95%       | 96.6%    | 97.9%    | 96.3%    | 97.1%    | 69.9%    | 88.4%    | 90.9%    | 98.0%    |
| LA benefit appeals with combined scores ≥ 85%  | 80%       | 78.9%    | 88.3%    | 0.0%     | 92.2%    | 89.5%    | 92.2%    | 0.0%     | 0.0%     |
| Higher Authority Appeals                       |           |          |          |          |          |          |          |          |          |
| HA decisions within 45 days                    | 50%       | 83.7%    | 73.5%    | 66.1%    | 57.5%    | 69.0%    | 76.7%    | **       | **       |
| HA decisions within 75 days                    | 80%       | 95.0%    | 92.1%    | 90.5%    | 87.2%    | 83.1%    | 91.4%    | **       | **       |
| HA decisions within 150 days                   | 95%       | 99.6%    | 99.3%    | 95.0%    | 94.5%    | 96.1%    | 98.6%    | **       | **       |
| Tax/Cash Management                            |           |          |          |          |          |          |          |          |          |
| New status determinations made within 90 days  | 60%       | 0.0%     | 44.7%    | 86.6%    | 82.2%    | 0.0%     | 75.4%    | 0.0%     | 0.0%     |
| New status determinations made within 180 days | 80%       | 0.0%     | 72.2%    | 94.2%    | 94.7%    | 0.0%     | 91.1%    | 0.0%     | 0.0%     |
| Days' worth of deposits in Clearing Account    | <= 2 days | 0.0      | 0.0      | 1.9      | 2.6      | *        | *        | 0.1      | 0.1      |
| Annual Ratio                                   | <= 1.75   | 0.04     | 0.05     | 1.73     | 4.09     | *        | *        | *        | 2.37     |
| GPRA Performance                               |           |          |          |          |          |          |          |          |          |
| UI Reciprocity Rate                            | NA        | 57.8%    | 48.0%    | 38.4%    | 34.8%    | 36.4%    | 35.3%    | *        | *        |
| BAM Wage Replacement Ratio                     | NA        | 54.3%    | 54.4%    | 47.8%    | 46.5%    | 44.2%    | 44.0%    | *        | *        |
| UI claimants registered with ES (BAM)          | NA        | 34.3%    | 34.0%    | 31.5%    | 54.8%    | 64.6%    | 60.9%    | *        | *        |

\* Data not available

\*\* State does not have higher authority appeals.



## UI QUARTERLY MANAGEMENT REPORT REGION II

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA MEASURES                            | CRITERION     | DC       |          | DE       |          | MD       |          | PA       |          | VA       |          | WV       |          |
|---|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
|   |               | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs |
| <b>First Payment Timeliness</b>                     |               |          |          |          |          |          |          |          |          |          |          |          |          |
| 1st Pays in 14/21 days (combined)                   | 90%           | 81.9%    | 83.2%    | 92.2%    | 92.4%    | 93.3%    | 92.5%    | 91.2%    | 90.5%    | 93.0%    | 92.7%    | 92.2%    | 92.0%    |
| 1st Pays in 14/21 days - intrastate                 | 87%           | 86.1%    | 86.9%    | 93.9%    | 94.2%    | 94.4%    | 93.5%    | 92.6%    | 91.8%    | 94.6%    | 93.9%    | 93.7%    | 93.2%    |
| 1st Pays in 14/21 days - interstate                 | 70%           | 72.9%    | 75.1%    | 81.9%    | 76.9%    | 72.7%    | 76.1%    | 84.4%    | 84.4%    | 78.4%    | 82.0%    | 82.5%    | 85.7%    |
| 1st Pays in 35 days (combined)                      | 95%           | 93.0%    | 92.3%    | 97.3%    | 96.8%    | 96.6%    | 96.2%    | 98.8%    | 97.9%    | 98.8%    | 98.3%    | 99.0%    | 98.1%    |
| 1st Pays in 35 days - intrastate                    | 93%           | 93.8%    | 93.1%    | 97.8%    | 97.5%    | 97.2%    | 96.7%    | 98.9%    | 97.9%    | 99.0%    | 98.5%    | 99.0%    | 98.0%    |
| 1st Pays in 35 days - interstate                    | 78%           | 91.0%    | 89.8%    | 93.9%    | 90.4%    | 86.9%    | 88.7%    | 97.0%    | 94.9%    | 94.9%    | 95.1%    | 98.3%    | 98.2%    |
| <b>Nonmonetary Determinations</b>                   |               |          |          |          |          |          |          |          |          |          |          |          |          |
| Separation Determinations within 21 days            | 80%           | 61.7%    | 61.1%    | 75.8%    | 78.8%    | 90.3%    | 90.5%    | 55.4%    | 63.4%    | 76.3%    | 78.7%    | 98.4%    | 98.5%    |
| Nonseparation Determinations within 14 days         | 80%           | 48.8%    | 53.5%    | 63.0%    | 61.1%    | 83.9%    | 85.8%    | 34.4%    | 39.7%    | 91.6%    | 92.2%    | 95.8%    | 95.5%    |
| Nonmonetary Determinations scoring $\geq 80$ pts    | 75%           | 65.8%    | 65.8%    | 66.5%    | 75.3%    | 70.4%    | 78.5%    | 75.9%    | 70.7%    | 79.9%    | 78.8%    | 96.6%    | 94.1%    |
| <b>Lower Authority Appeals</b>                      |               |          |          |          |          |          |          |          |          |          |          |          |          |
| LA decisions within 30 days                         | 60%           | 57.2%    | 67.1%    | 69.5%    | 75.3%    | 79.4%    | 85.0%    | 78.3%    | 81.0%    | 81.6%    | 84.4%    | 83.0%    | 83.4%    |
| LA decisions within 45 days                         | 80%           | 81.9%    | 87.9%    | 99.8%    | 99.4%    | 93.9%    | 95.5%    | 91.5%    | 93.3%    | 94.5%    | 95.7%    | 95.3%    | 95.5%    |
| LA decisions within 90 days                         | 95%           | 94.6%    | 96.6%    | 100.0%   | 99.9%    | 99.0%    | 99.5%    | 99.0%    | 99.0%    | 99.7%    | 99.6%    | 99.2%    | 99.4%    |
| LA benefit appeals with combined scores $\geq 85\%$ | 80%           | 90.0%    | 93.8%    | 95.0%    | 89.9%    | 100.0%   | 97.2%    | 97.5%    | 96.8%    | 100.0%   | 100.0%   | 100.0%   | 88.6%    |
| <b>Higher Authority Appeals</b>                     |               |          |          |          |          |          |          |          |          |          |          |          |          |
| HA decisions within 45 days                         | 50%           | 73.6%    | 77.4%    | 80.4%    | 71.6%    | 52.4%    | 57.8%    | 60.7%    | 62.7%    | 66.7%    | 71.6%    | 85.1%    | 92.9%    |
| HA decisions within 75 days                         | 80%           | 92.6%    | 92.8%    | 90.2%    | 90.0%    | 89.0%    | 89.8%    | 83.3%    | 86.4%    | 92.9%    | 95.0%    | 97.3%    | 98.7%    |
| HA decisions within 150 days                        | 95%           | 100.0%   | 98.9%    | 94.4%    | 96.8%    | 97.0%    | 97.8%    | 97.7%    | 98.2%    | 98.6%    | 98.5%    | 98.9%    | 99.7%    |
| <b>Tax/Cash Management</b>                          |               |          |          |          |          |          |          |          |          |          |          |          |          |
| New status determinations made within 90 days       | 60%           | 0.0%     | 68.9%    | 77.8%    | 78.7%    | 84.5%    | 88.0%    | 50.5%    | 55.1%    | 70.8%    | 54.7%    | 87.8%    | 89.9%    |
| New status determinations made within 180 days      | 80%           | 0.0%     | 82.7%    | 85.4%    | 87.2%    | 90.6%    | 92.8%    | 63.0%    | 65.2%    | 84.5%    | 71.1%    | 92.7%    | 94.2%    |
| Days' worth of deposits in Clearing Account         | $\leq 2$ days | 4.4      | 5.0      | 2.3      | 2.0      | 1.2      | 1.2      | 0.2      | 0.1      | 9.3      | 4.7      | 1.7      | 1.6      |
| Annual Ratio  | $\leq 1.75$   | 3.62     | 4.87     | 1.58     | 1.31     | 0.15     | 0.12     | 0.15     | 0.06     | 10.63    | 4.98     | 1.60     | 1.37     |
| <b>GPRA Performance</b>                             |               |          |          |          |          |          |          |          |          |          |          |          |          |
| UI Reciprocity Rate                                 | NA            | 39.5%    | 38.5%    | 50.9%    | 42.5%    | 39.5%    | 30.3%    | 61.8%    | 53.1%    | 29.3%    | 22.7%    | 38.2%    | 29.9%    |
| BAM Wage Replacement Ratio                          | NA            | 45.7%    | 46.3%    | 47.0%    | 47.6%    | 46.9%    | 46.2%    | 52.9%    | 53.3%    | 43.4%    | 44.8%    | 41.3%    | 42.0%    |
| UI claimants registered with ES (BAM)               | NA            | 22.2%    | 46.9%    | 34.0%    | 49.3%    | 33.3%    | 44.5%    | 20.8%    | 30.0%    | 81.7%    | 82.9%    | 50.0%    | 61.5%    |

## UI QUARTERLY MANAGEMENT REPORT REGION III

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA<br>MEASURES                         | CRIT.         | AL          |             | FL          |             | GA          |             | KY          |             | MS          |             | NC          |             | SC          |             | TN          |             |
|---|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|   |               | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs |
| <b>First Payment Timeliness</b>                     |               |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| 1st Pays in 14/21 days (combined)                   | 90%           | 95.5%       | 95.4%       | 85.8%       | 86.6%       | 91.1%       | 92.6%       | 93.9%       | 93.3%       | 92.7%       | 93.6%       | 77.9%       | 84.1%       | 89.7%       | 92.6%       | 95.5%       | 95.8%       |
| 1st Pays in 14/21 days - intrastate                 | 87%           | 95.8%       | 95.6%       | 86.5%       | 87.3%       | 93.4%       | 94.0%       | 94.4%       | 94.0%       | 93.4%       | 93.9%       | 79.4%       | 85.2%       | 91.1%       | 93.6%       | 96.5%       | 96.6%       |
| 1st Pays in 14/21 days - interstate                 | 70%           | 89.1%       | 88.7%       | 81.8%       | 82.7%       | 80.4%       | 83.6%       | 66.9%       | 72.6%       | 71.7%       | 76.9%       | 56.8%       | 71.7%       | 87.1%       | 89.9%       | 76.2%       | 77.8%       |
| 1st Pays in 35 days (combined)                      | 95%           | 98.6%       | 98.6%       | 95.3%       | 95.9%       | 96.5%       | 96.4%       | 98.4%       | 98.0%       | 97.5%       | 97.4%       | 88.9%       | 93.4%       | 98.0%       | 98.4%       | 98.8%       | 98.5%       |
| 1st Pays in 35 days - intrastate                    | 93%           | 98.7%       | 98.6%       | 95.5%       | 96.0%       | 96.9%       | 96.7%       | 98.4%       | 98.1%       | 97.5%       | 97.3%       | 89.6%       | 93.8%       | 97.8%       | 98.3%       | 98.8%       | 98.4%       |
| 1st Pays in 35 days - interstate                    | 78%           | 93.2%       | 95.7%       | 92.8%       | 94.8%       | 93.1%       | 92.6%       | 85.6%       | 88.1%       | 92.6%       | 94.5%       | 84.1%       | 89.6%       | 94.3%       | 96.4%       | 94.1%       | 94.7%       |
| <b>Nonmonetary Determinations</b>                   |               |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| Separation Determinations within 21 days            | 80%           | 52.4%       | 58.4%       | 68.5%       | 67.4%       | 92.0%       | 92.3%       | 85.6%       | 87.3%       | 80.2%       | 84.8%       | 37.6%       | 41.5%       | 91.1%       | 92.4%       | 87.3%       | 88.9%       |
| Nonseparation Determinations within 14 days         | 80%           | 83.3%       | 76.2%       | 54.6%       | 49.6%       | 70.1%       | 69.4%       | 77.5%       | 79.8%       | 73.0%       | 75.1%       | 55.3%       | 55.5%       | 84.1%       | 83.0%       | 71.3%       | 73.6%       |
| Nonmonetary Determinations scoring $\geq 80$ pts    | 75%           | 86.8%       | 79.4%       | 66.5%       | 56.7%       | 63.2%       | 72.2%       | 86.8%       | 84.9%       | 86.4%       | 87.2%       | 34.2%       | 43.4%       | 86.4%       | 91.2%       | 65.2%       | 71.7%       |
| <b>Lower Authority Appeals</b>                      |               |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| LA decisions within 30 days                         | 60%           | 83.1%       | 84.9%       | 71.7%       | 74.1%       | 87.4%       | 88.6%       | 10.0%       | 39.5%       | 80.3%       | 84.3%       | 59.6%       | 67.2%       | 99.9%       | 99.9%       | 64.7%       | 68.6%       |
| LA decisions within 45 days                         | 80%           | 96.7%       | 97.2%       | 87.5%       | 90.3%       | 97.5%       | 97.6%       | 29.6%       | 65.4%       | 95.4%       | 96.3%       | 80.5%       | 86.0%       | 100.0%      | 100.0%      | 84.2%       | 88.2%       |
| LA decisions within 90 days                         | 95%           | 99.9%       | 99.9%       | 94.4%       | 95.4%       | 99.7%       | 99.8%       | 83.4%       | 93.6%       | 99.9%       | 99.9%       | 97.0%       | 98.0%       | 100.0%      | 100.0%      | 94.3%       | 97.3%       |
| LA benefit appeals with combined scores $\geq 85\%$ | 80%           | 100.0%      | 98.7%       | 94.9%       | 91.5%       | 100.0%      | 97.4%       | 94.1%       | 97.1%       | 100.0%      | 100.0%      | 95.0%       | 97.3%       | 100.0%      | 98.9%       | 100.0%      | 84.6%       |
| <b>Higher Authority Appeals</b>                     |               |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| HA decisions within 45 days                         | 50%           | 67.9%       | 73.8%       | 46.6%       | 55.6%       | 95.2%       | 96.2%       | 56.1%       | 68.6%       | 93.3%       | 95.7%       | 73.0%       | 71.2%       | 86.3%       | 69.2%       | 89.1%       | 88.7%       |
| HA decisions within 75 days                         | 80%           | 79.0%       | 85.7%       | 91.8%       | 94.5%       | 99.8%       | 99.9%       | 92.5%       | 95.3%       | 98.3%       | 98.8%       | 89.0%       | 88.4%       | 97.0%       | 82.1%       | 94.2%       | 93.8%       |
| HA decisions within 150 days                        | 95%           | 99.8%       | 99.1%       | 99.5%       | 99.6%       | 99.9%       | 100.0%      | 99.2%       | 99.7%       | 99.2%       | 99.7%       | 98.3%       | 98.7%       | 100.0%      | 98.4%       | 98.9%       | 98.8%       |
| <b>Tax/Cash Management</b>                          |               |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| New status determinations made within 90 days       | 60%           | 68.6%       | 72.7%       | 78.2%       | 74.4%       | 59.6%       | 57.9%       | 83.8%       | 88.1%       | 68.0%       | 74.2%       | 76.0%       | 79.1%       | 77.9%       | 82.6%       | 79.8%       | 83.4%       |
| New status determinations made within 180 days      | 80%           | 80.8%       | 85.6%       | 86.8%       | 88.3%       | 87.4%       | 89.3%       | 89.0%       | 92.7%       | 76.8%       | 82.3%       | 86.7%       | 91.2%       | 88.5%       | 91.8%       | 86.6%       | 90.1%       |
| Days' worth of deposits in Clearing Account         | $\leq 2$ days | 2.1         | 1.8         | 1.8         | 2.2         | 3.0         | 3.7         | 1.2         | 1.4         | 2.4         | 2.2         | 2.7         | 1.6         | 2.6         | 2.1         | 1.1         | 1.2         |
| Annual Ratio  | $\leq 1.75$   | 1.85        | 1.26        | 0.00        | 0.00        | 5.98        | 7.56        | 0.18        | 0.30        | 1.64        | 1.28        | 1.05        | -0.07       | 1.37        | 1.21        | 0.23        | 0.26        |
| <b>GPRA Performance</b>                             |               |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| UI Reciprocity Rate                                 | NA            | 32.6%       | 27.8%       | 24.1%       | 25.9%       | 25.7%       | 21.3%       | 37.1%       | 29.6%       | 28.2%       | 27.9%       | 46.3%       | 42.2%       | 35.0%       | 30.0%       | 45.4%       | 36.4%       |
| BAM Wage Replacement Ratio                          | NA            | 43.1%       | 44.5%       | 48.6%       | 48.8%       | 47.9%       | 47.0%       | 51.7%       | 49.2%       | 47.6%       | 47.4%       | 51.6%       | 52.8%       | 47.5%       | 47.5%       | 45.9%       | 44.8%       |
| UI claimants registered with ES (BAM)               | NA            | 73.0%       | 78.9%       | 96.7%       | 89.8%       | 82.4%       | 86.6%       | 37.2%       | 54.0%       | 51.7%       | 53.0%       | 68.5%       | 72.5%       | 73.1%       | 76.5%       | 49.6%       | 64.6%       |

# **UI QUARTERLY MANAGEMENT REPORT** **REGION IV - DALLAS**

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA MEASURES                            | CRITERION     | AR       |          | LA       |          | NM       |          | OK       |          | TX       |          |
|---|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
|   |               | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs |
| <b>First Payment Timeliness</b>                     |               |          |          |          |          |          |          |          |          |          |          |
| 1st Pays in 14/21 days (combined)                   | 90%           | 92.5%    | 90.7%    | 82.1%    | 83.9%    | 89.8%    | 88.6%    | 91.6%    | 92.1%    | 88.1%    | 85.3%    |
| 1st Pays in 14/21 days - intrastate                 | 87%           | 92.0%    | 90.2%    | 82.3%    | 84.1%    | 90.6%    | 89.2%    | 92.7%    | 92.9%    | 88.3%    | 85.3%    |
| 1st Pays in 14/21 days - interstate                 | 70%           | 74.5%    | 71.5%    | 75.7%    | 78.0%    | 73.9%    | 77.1%    | 83.5%    | 81.6%    | 88.4%    | 88.4%    |
| 1st Pays in 35 days (combined)                      | 95%           | 98.1%    | 97.3%    | 92.8%    | 94.4%    | 96.9%    | 96.7%    | 97.5%    | 97.2%    | 97.5%    | 96.9%    |
| 1st Pays in 35 days - intrastate                    | 93%           | 97.8%    | 96.9%    | 92.9%    | 94.5%    | 97.1%    | 96.9%    | 97.7%    | 97.3%    | 97.4%    | 96.9%    |
| 1st Pays in 35 days - interstate                    | 78%           | 93.9%    | 92.5%    | 91.4%    | 92.7%    | 92.5%    | 93.5%    | 93.5%    | 93.8%    | 97.1%    | 97.2%    |
| <b>Nonmonetary Determinations</b>                   |               |          |          |          |          |          |          |          |          |          |          |
| Separation Determinations within 21 days            | 80%           | 58.5%    | 59.6%    | 36.4%    | 41.5%    | 54.3%    | 60.4%    | 86.1%    | 87.2%    | 61.2%    | 57.6%    |
| Nonseparation Determinations within 14 days         | 80%           | 64.9%    | 62.6%    | 33.8%    | 36.3%    | 47.4%    | 45.4%    | 87.7%    | 87.6%    | 68.6%    | 65.9%    |
| Nonmonetary Determinations scoring $\geq 80$ pts    | 75%           | 86.6%    | 78.5%    | 82.9%    | 70.6%    | 75.2%    | 66.0%    | 84.6%    | 75.1%    | 90.6%    | 74.1%    |
| <b>Lower Authority Appeals</b>                      |               |          |          |          |          |          |          |          |          |          |          |
| LA decisions within 30 days                         | 60%           | 93.5%    | 96.2%    | 77.8%    | 70.5%    | 80.8%    | 80.1%    | 96.3%    | 96.6%    | 60.7%    | 63.1%    |
| LA decisions within 45 days                         | 80%           | 98.6%    | 99.2%    | 90.6%    | 88.7%    | 92.9%    | 91.4%    | 99.5%    | 99.5%    | 77.5%    | 81.4%    |
| LA decisions within 90 days                         | 95%           | 100.0%   | 100.0%   | 98.3%    | 98.4%    | 99.0%    | 98.9%    | 99.9%    | 99.9%    | 89.8%    | 93.4%    |
| LA benefit appeals with combined scores $\geq 85\%$ | 80%           | 0.0%     | 94.9%    | 100.0%   | 98.7%    | 95.0%    | 90.0%    | 90.0%    | 95.0%    | 89.7%    | 82.8%    |
| <b>Higher Authority Appeals</b>                     |               |          |          |          |          |          |          |          |          |          |          |
| HA decisions within 45 days                         | 50%           | 83.8%    | 87.8%    | 92.4%    | 91.7%    | 96.4%    | 94.8%    | 74.7%    | 85.2%    | 83.4%    | 81.2%    |
| HA decisions within 75 days                         | 80%           | 94.2%    | 95.7%    | 99.2%    | 98.4%    | 100.0%   | 99.5%    | 94.2%    | 96.3%    | 96.3%    | 96.5%    |
| HA decisions within 150 days                        | 95%           | 98.2%    | 98.7%    | 100.0%   | 99.8%    | 100.0%   | 100.0%   | 97.1%    | 98.9%    | 99.4%    | 99.5%    |
| <b>Tax/Cash Management</b>                          |               |          |          |          |          |          |          |          |          |          |          |
| New status determinations made within 90 days       | 60%           | 61.6%    | 69.8%    | 79.3%    | 82.0%    | 84.1%    | 86.3%    | 67.7%    | 73.7%    | 73.5%    | 79.3%    |
| New status determinations made within 180 days      | 80%           | 77.0%    | 85.9%    | 80.6%    | 87.9%    | 90.2%    | 92.0%    | 86.8%    | 88.5%    | 84.3%    | 88.8%    |
| Days' worth of deposits in Clearing Account         | $\leq 2$ days | 2.1      | 2.1      | 2.1      | 2.1      | 2.9      | 1.0      | 0.7      | 0.5      | 1.4      | 1.3      |
| Annual Ratio  | $\leq 1.75$   | 1.44     | 1.12     | 2.41     | 1.87     | 3.16     | -0.21    | 1.09     | 0.84     | 1.62     | 1.45     |
| <b>GPRA Performance</b>                             |               |          |          |          |          |          |          |          |          |          |          |
| UI Reciprocity Rate                                 | NA            | 41.2%    | 43.8%    | 24.3%    | 25.7%    | 24.9%    | 23.5%    | 24.1%    | 25.5%    | 25.2%    | 26.2%    |
| BAM Wage Replacement Ratio                          | NA            | 53.2%    | 53.0%    | 41.5%    | 41.5%    | 47.7%    | 47.3%    | 50.0%    | 51.1%    | 50.8%    | 51.5%    |
| UI claimants registered with ES (BAM)               | NA            | 36.5%    | 47.0%    | 83.8%    | 86.2%    | 75.4%    | 81.3%    | 95.0%    | 97.9%    | 94.4%    | 90.4%    |

## UI QUARTERLY MANAGEMENT REPORT

### REGION IV - DENVER

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA MEASURES                       | CRITERION | CO       |          | MT       |          | ND       |          | SD       |          | UT       |          | WY       |          |
|--|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
|  |           | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs |
| First Payment Timeliness                       |           |          |          |          |          |          |          |          |          |          |          |          |          |
| 1st Pays in 14/21 days (combined)              | 90%       | 91.9%    | 91.1%    | 92.4%    | 92.2%    | 98.3%    | 97.7%    | 91.3%    | 91.3%    | 98.0%    | 97.4%    | 93.2%    | 92.5%    |
| 1st Pays in 14/21 days - intrastate            | 87%       | 92.0%    | 91.4%    | 92.6%    | 92.5%    | 98.5%    | 98.0%    | 91.5%    | 91.8%    | 98.2%    | 97.6%    | 95.2%    | 94.1%    |
| 1st Pays in 14/21 days - interstate            | 70%       | 87.7%    | 87.0%    | 81.3%    | 78.9%    | 94.6%    | 93.8%    | 81.3%    | 76.5%    | 95.5%    | 94.9%    | 75.0%    | 79.6%    |
| 1st Pays in 35 days (combined)                 | 95%       | 97.5%    | 96.9%    | 98.5%    | 98.1%    | 99.6%    | 99.2%    | 98.4%    | 98.0%    | 99.9%    | 99.8%    | 98.5%    | 98.3%    |
| 1st Pays in 35 days - intrastate               | 93%       | 97.5%    | 97.0%    | 98.4%    | 98.0%    | 99.7%    | 99.3%    | 98.4%    | 98.1%    | 99.9%    | 99.8%    | 98.8%    | 98.5%    |
| 1st Pays in 35 days - interstate               | 78%       | 96.7%    | 95.6%    | 95.2%    | 95.1%    | 98.8%    | 98.1%    | 96.9%    | 95.6%    | 99.1%    | 99.2%    | 95.8%    | 96.5%    |
| Nonmonetary Determinations                     |           |          |          |          |          |          |          |          |          |          |          |          |          |
| Separation Determinations within 21 days       | 80%       | 36.9%    | 37.3%    | 80.8%    | 78.9%    | 37.1%    | 41.5%    | 50.5%    | 69.7%    | 89.5%    | 87.9%    | 74.4%    | 79.3%    |
| Nonseparation Determinations within 14 days    | 80%       | 60.6%    | 59.0%    | 73.0%    | 69.7%    | 89.7%    | 89.3%    | 62.2%    | 64.9%    | 73.4%    | 71.8%    | 68.5%    | 69.9%    |
| Nonmonetary Determinations scoring ≥ 80 pts    | 75%       | 52.0%    | 50.3%    | 72.2%    | 82.6%    | 47.1%    | 56.6%    | 51.5%    | 66.9%    | 76.8%    | 78.4%    | 84.8%    | 83.1%    |
| Lower Authority Appeals                        |           |          |          |          |          |          |          |          |          |          |          |          |          |
| LA decisions within 30 days                    | 60%       | 85.6%    | 84.5%    | 92.2%    | 82.5%    | 92.5%    | 77.7%    | 89.6%    | 82.5%    | 70.3%    | 61.9%    | 92.2%    | 90.0%    |
| LA decisions within 45 days                    | 80%       | 95.8%    | 94.5%    | 98.8%    | 96.1%    | 97.3%    | 92.6%    | 97.4%    | 94.3%    | 92.7%    | 90.6%    | 98.2%    | 97.9%    |
| LA decisions within 90 days                    | 95%       | 99.4%    | 99.2%    | 100.0%   | 99.5%    | 99.5%    | 99.4%    | 99.6%    | 99.5%    | 99.0%    | 98.8%    | 100.0%   | 100.0%   |
| LA benefit appeals with combined scores ≥ 85%  | 80%       | 100.0%   | 100.0%   | 0.0%     | 100.0%   | 90.0%    | 90.9%    | 100.0%   | 94.9%    | 90.0%    | 96.2%    | 95.0%    | 81.0%    |
| Higher Authority Appeals                       |           |          |          |          |          |          |          |          |          |          |          |          |          |
| HA decisions within 45 days                    | 50%       | 54.5%    | 53.8%    | 45.6%    | 45.5%    | 89.6%    | 95.4%    | 100.0%   | 96.0%    | 26.4%    | 51.8%    | 68.5%    | 61.2%    |
| HA decisions within 75 days                    | 80%       | 94.9%    | 96.6%    | 96.5%    | 96.1%    | 98.7%    | 99.6%    | 100.0%   | 100.0%   | 82.9%    | 89.2%    | 95.9%    | 95.6%    |
| HA decisions within 150 days                   | 95%       | 99.5%    | 99.7%    | 100.0%   | 100.0%   | 100.0%   | 100.0%   | 100.0%   | 100.0%   | 99.3%    | 99.7%    | 100.0%   | 99.5%    |
| Tax/Cash Management                            |           |          |          |          |          |          |          |          |          |          |          |          |          |
| New status determinations made within 90 days  | 60%       | 94.9%    | 95.6%    | 0.0%     | 90.9%    | 64.7%    | 72.9%    | 69.0%    | 75.6%    | 88.8%    | 84.8%    | 79.3%    | 83.9%    |
| New status determinations made within 180 days | 80%       | 96.2%    | 97.4%    | 0.0%     | 95.6%    | 78.1%    | 85.2%    | 80.0%    | 86.8%    | 95.3%    | 92.0%    | 87.5%    | 90.9%    |
| Days' worth of deposits in Clearing Account    | <= 2 days | 1.6      | 1.6      | 1.0      | 1.1      | 1.0      | 0.9      | 2.5      | 2.1      | 5.1      | 2.5      | 1.2      | 1.6      |
| Annual Ratio                                   | <= 1.75   | 0.43     | 0.92     | 1.26     | 1.19     | 1.42     | 1.36     | 2.48     | 1.90     | 4.86     | 1.53     | 0.18     | 0.13     |
| GPRA Performance                               |           |          |          |          |          |          |          |          |          |          |          |          |          |
| UI Reciprocity Rate                            | NA        | 29.1%    | 25.0%    | 42.6%    | 33.2%    | 57.9%    | 37.2%    | 27.3%    | 19.2%    | 41.0%    | 28.0%    | 32.5%    | 24.7%    |
| BAM Wage Replacement Ratio                     | NA        | 49.8%    | 48.5%    | 41.8%    | 42.9%    | 45.6%    | 46.0%    | 45.8%    | 45.8%    | 47.4%    | 47.6%    | 49.3%    | 48.5%    |
| UI claimants registered with ES (BAM)          | NA        | 69.2%    | 75.5%    | 20.9%    | 33.6%    | 96.7%    | 97.3%    | 45.4%    | 62.7%    | 57.9%    | 59.3%    | 94.6%    | 94.7%    |

# **UI QUARTERLY MANAGEMENT REPORT** **REGION V - CHICAGO**

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA MEASURES                           | CRITERION     | IL       |          | IN       |          | MI       |          | MN       |          | OH       |          | WI       |          |
|--|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
|  |               | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs |
| <b>First Payment Timeliness</b>                    |               |          |          |          |          |          |          |          |          |          |          |          |          |
| 1st Pays in 14/21 days (combined)                  | 90%           | 92.6%    | 91.8%    | 88.4%    | 88.2%    | 84.0%    | 85.6%    | 93.9%    | 91.2%    | 93.8%    | 92.0%    | 95.6%    | 95.2%    |
| 1st Pays in 14/21 days - intrastate                | 87%           | 93.0%    | 92.1%    | 89.5%    | 89.2%    | 84.7%    | 86.2%    | 94.4%    | 91.7%    | 94.4%    | 92.6%    | 95.9%    | 95.6%    |
| 1st Pays in 14/21 days - interstate                | 70%           | 81.4%    | 83.4%    | 68.2%    | 69.7%    | 51.2%    | 62.5%    | 83.9%    | 81.0%    | 85.0%    | 82.1%    | 90.1%    | 91.0%    |
| 1st Pays in 35 days (combined)                     | 95%           | 97.8%    | 97.4%    | 97.1%    | 96.7%    | 97.4%    | 97.5%    | 98.9%    | 98.3%    | 98.8%    | 98.3%    | 98.3%    | 98.0%    |
| 1st Pays in 35 days - intrastate                   | 93%           | 97.9%    | 97.5%    | 97.4%    | 97.0%    | 97.7%    | 97.8%    | 99.0%    | 98.4%    | 98.9%    | 98.4%    | 98.4%    | 98.0%    |
| 1st Pays in 35 days - interstate                   | 78%           | 94.8%    | 94.4%    | 87.5%    | 88.4%    | 89.0%    | 91.6%    | 96.0%    | 95.6%    | 96.4%    | 95.5%    | 96.3%    | 96.2%    |
| <b>Nonmonetary Determinations</b>                  |               |          |          |          |          |          |          |          |          |          |          |          |          |
| Separation Determinations within 21 days           | 80%           | 83.8%    | 86.8%    | 71.2%    | 73.3%    | 53.3%    | 57.6%    | 64.4%    | 70.6%    | 35.3%    | 38.5%    | 87.4%    | 89.7%    |
| Nonseparation Determinations within 14 days        | 80%           | 72.4%    | 69.8%    | 58.0%    | 65.4%    | 60.0%    | 61.0%    | 62.4%    | 66.9%    | 46.5%    | 47.5%    | 83.9%    | 85.3%    |
| Nonmonetary Determinations scoring $\geq$ 80 pts   | 75%           | 75.9%    | 72.9%    | 78.8%    | 75.8%    | 84.7%    | 83.7%    | 74.4%    | 75.2%    | 70.9%    | 72.0%    | 84.5%    | 78.4%    |
| <b>Lower Authority Appeals</b>                     |               |          |          |          |          |          |          |          |          |          |          |          |          |
| LA decisions within 30 days                        | 60%           | 74.8%    | 76.4%    | 55.6%    | 60.7%    | 86.3%    | 83.5%    | 40.9%    | 43.1%    | 81.1%    | 72.5%    | 80.6%    | 82.3%    |
| LA decisions within 45 days                        | 80%           | 93.1%    | 93.7%    | 80.0%    | 82.7%    | 94.7%    | 93.9%    | 81.6%    | 81.0%    | 91.7%    | 86.2%    | 94.4%    | 94.8%    |
| LA decisions within 90 days                        | 95%           | 99.1%    | 99.2%    | 97.5%    | 97.6%    | 98.8%    | 98.4%    | 97.4%    | 96.9%    | 98.0%    | 96.0%    | 99.0%    | 98.9%    |
| LA benefit appeals with combined scores $\geq$ 85% | 80%           | 89.7%    | 95.4%    | 100.0%   | 100.0%   | 85.0%    | 93.8%    | 95.0%    | 97.7%    | 100.0%   | 97.4%    | 95.0%    | 94.9%    |
| <b>Higher Authority Appeals</b>                    |               |          |          |          |          |          |          |          |          |          |          |          |          |
| HA decisions within 45 days                        | 50%           | 44.7%    | 35.2%    | 72.3%    | 68.6%    | 45.6%    | 47.3%    | 90.9%    | 92.9%    | 81.2%    | 80.4%    | 69.3%    | 50.8%    |
| HA decisions within 75 days                        | 80%           | 90.0%    | 89.6%    | 83.5%    | 77.8%    | 81.0%    | 80.9%    | 99.4%    | 99.6%    | 87.6%    | 90.1%    | 84.8%    | 80.8%    |
| HA decisions within 150 days                       | 95%           | 98.7%    | 99.3%    | 93.3%    | 87.0%    | 94.9%    | 92.8%    | 99.8%    | 99.8%    | 91.3%    | 95.4%    | 95.9%    | 95.4%    |
| <b>Tax/Cash Management</b>                         |               |          |          |          |          |          |          |          |          |          |          |          |          |
| New status determinations made within 90 days      | 60%           | 72.5%    | 72.5%    | 75.8%    | 82.5%    | 77.1%    | 79.1%    | 74.9%    | 78.9%    | 83.8%    | 88.1%    | 67.7%    | 70.9%    |
| New status determinations made within 180 days     | 80%           | 89.7%    | 90.7%    | 83.9%    | 89.3%    | 87.3%    | 89.5%    | 83.3%    | 86.9%    | 89.8%    | 93.3%    | 83.6%    | 86.6%    |
| Days' worth of deposits in Clearing Account        | $\leq$ 2 days | 6.8      | 5.9      | 0.1      | 1.0      | 1.6      | 8.1      | 20.3     | 13.4     | 3.5      | 1.4      | 10.5     | 8.1      |
| Annual Ratio                                       | $\leq$ 1.75   | 8.51     | 7.47     | 0.10     | 0.09     | 0.67     | 9.55     | 28.12    | 17.24    | 3.42     | 1.72     | 12.27    | 9.55     |
| <b>GPRA Performance</b>                            |               |          |          |          |          |          |          |          |          |          |          |          |          |
| UI Reciprocity Rate                                | NA            | 45.4%    | 37.8%    | 37.1%    | 30.7%    | 61.9%    | 43.4%    | 56.5%    | 40.1%    | 34.1%    | 27.6%    | 69.8%    | 58.5%    |
| BAM Wage Replacement Ratio                         | NA            | 40.6%    | 40.6%    | 47.6%    | 48.6%    | 49.0%    | 47.2%    | 46.3%    | 47.9%    | 43.0%    | 43.1%    | 47.7%    | 48.6%    |
| UI claimants registered with ES (BAM)              | NA            | 64.2%    | 74.7%    | 64.2%    | 71.3%    | 64.2%    | 74.0%    | 28.3%    | 40.2%    | 48.8%    | 62.9%    | 10.9%    | 18.2%    |

## UI QUARTERLY MANAGEMENT REPORT

### REGION V - KANSAS CITY

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA<br>MEASURES                        | CRITERION     | IA          |             | KS          |             | MO          |             | NE          |             |
|--|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|  |               | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs | Last<br>Qtr | All<br>Qtrs |
| <b>First Payment Timeliness</b>                    |               |             |             |             |             |             |             |             |             |
| 1st Pays in 14/21 days (combined)                  | 90%           | 89.1%       | 89.3%       | 92.0%       | 85.2%       | 87.6%       | 89.0%       | 94.2%       | 93.9%       |
| 1st Pays in 14/21 days - intrastate                | 87%           | 89.8%       | 90.1%       | 91.7%       | 85.0%       | 87.7%       | 89.2%       | 95.3%       | 95.0%       |
| 1st Pays in 14/21 days - interstate                | 70%           | 77.7%       | 79.1%       | 87.2%       | 77.1%       | 82.4%       | 82.1%       | 79.2%       | 80.3%       |
| 1st Pays in 35 days (combined)                     | 95%           | 93.9%       | 95.6%       | 97.7%       | 96.4%       | 98.0%       | 97.7%       | 99.3%       | 99.3%       |
| 1st Pays in 35 days - intrastate                   | 93%           | 94.4%       | 96.2%       | 97.6%       | 96.5%       | 98.1%       | 97.7%       | 99.5%       | 99.4%       |
| 1st Pays in 35 days - interstate                   | 78%           | 87.9%       | 89.9%       | 95.1%       | 93.7%       | 96.6%       | 95.3%       | 95.9%       | 97.2%       |
| <b>Nonmonetary Determinations</b>                  |               |             |             |             |             |             |             |             |             |
| Separation Determinations within 21 days           | 80%           | 8.6%        | 38.5%       | 83.5%       | 68.1%       | 55.4%       | 66.9%       | 61.9%       | 66.2%       |
| Nonseparation Determinations within 14 days        | 80%           | 70.5%       | 76.7%       | 48.9%       | 51.1%       | 86.8%       | 86.8%       | 78.2%       | 76.5%       |
| Nonmonetary Determinations scoring $\geq$ 80 pts   | 75%           | 65.7%       | 77.2%       | 69.8%       | 67.2%       | 79.8%       | 79.8%       | 75.9%       | 70.4%       |
| <b>Lower Authority Appeals</b>                     |               |             |             |             |             |             |             |             |             |
| LA decisions within 30 days                        | 60%           | 85.5%       | 84.9%       | 86.1%       | 84.4%       | 72.2%       | 76.6%       | 99.8%       | 99.7%       |
| LA decisions within 45 days                        | 80%           | 93.1%       | 92.4%       | 95.7%       | 94.0%       | 94.1%       | 94.4%       | 100.0%      | 99.9%       |
| LA decisions within 90 days                        | 95%           | 97.3%       | 97.8%       | 99.3%       | 99.5%       | 99.6%       | 99.5%       | 100.0%      | 100.0%      |
| LA benefit appeals with combined scores $\geq$ 85% | 80%           | 95.8%       | 96.3%       | 100.0%      | 98.7%       | 100.0%      | 97.4%       | 95.2%       | 98.8%       |
| <b>Higher Authority Appeals</b>                    |               |             |             |             |             |             |             |             |             |
| HA decisions within 45 days                        | 50%           | 85.6%       | 80.0%       | 90.2%       | 86.2%       | 62.9%       | 62.0%       | **          | **          |
| HA decisions within 75 days                        | 80%           | 99.3%       | 99.3%       | 100.0%      | 99.3%       | 88.1%       | 91.3%       | **          | **          |
| HA decisions within 150 days                       | 95%           | 99.7%       | 99.8%       | 100.0%      | 100.0%      | 99.6%       | 99.3%       | **          | **          |
| <b>Tax/Cash Management</b>                         |               |             |             |             |             |             |             |             |             |
| New status determinations made within 90 days      | 60%           | 63.1%       | 63.9%       | 98.2%       | 98.3%       | 60.0%       | 66.6%       | 75.3%       | 82.2%       |
| New status determinations made within 180 days     | 80%           | 78.4%       | 81.3%       | 99.3%       | 99.4%       | 76.8%       | 82.4%       | 86.4%       | 91.9%       |
| Days' worth of deposits in Clearing Account        | $\leq$ 2 days | 1.2         | 2.1         | 2.4         | 3.2         | 2.1         | 1.5         | 2.6         | 2.1         |
| Annual Ratio                                       | $\leq$ 1.75   | 0.43        | 1.21        | 1.81        | 2.33        | 1.27        | 0.24        | 1.97        | 1.68        |
| <b>GPRA Performance</b>                            |               |             |             |             |             |             |             |             |             |
| UI Reciprocity Rate                                | NA            | 65.8%       | 48.8%       | 36.0%       | 34.5%       | 60.6%       | 45.0%       | 34.2%       | 27.2%       |
| BAM Wage Replacement Ratio                         | NA            | 52.5%       | 51.5%       | 52.9%       | 52.6%       | 43.4%       | 43.5%       | 47.9%       | 46.3%       |
| UI claimants registered with ES (BAM)              | NA            | 28.3%       | 46.0%       | 61.0%       | 69.1%       | 91.7%       | 85.4%       | 54.4%       | 62.9%       |

\*\* State does not have higher authority appeals.

## UI QUARTERLY MANAGEMENT REPORT

### REGION VI - SAN FRANCISCO

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA MEASURES                       | CRITERION | AZ       |          | CA       |          | HI       |          | NV       |          |
|--|-----------|----------|----------|----------|----------|----------|----------|----------|----------|
|  |           | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs |
| First Payment Timeliness                       |           |          |          |          |          |          |          |          |          |
| 1st Pays in 14/21 days (combined)              | 90%       | 93.9%    | 95.1%    | 86.9%    | 86.5%    | 89.3%    | 88.6%    | 85.6%    | 88.2%    |
| 1st Pays in 14/21 days - intrastate            | 87%       | 95.1%    | 95.9%    | 87.9%    | 87.3%    | 91.4%    | 90.6%    | 86.9%    | 89.5%    |
| 1st Pays in 14/21 days - interstate            | 70%       | 75.9%    | 78.8%    | 78.0%    | 76.6%    | 77.1%    | 77.4%    | 71.4%    | 72.8%    |
| 1st Pays in 35 days (combined)                 | 95%       | 97.8%    | 98.1%    | 97.1%    | 96.9%    | 98.0%    | 97.6%    | 96.0%    | 96.2%    |
| 1st Pays in 35 days - intrastate               | 93%       | 98.1%    | 98.3%    | 97.3%    | 97.0%    | 97.9%    | 97.7%    | 96.5%    | 96.8%    |
| 1st Pays in 35 days - interstate               | 78%       | 92.4%    | 93.4%    | 94.7%    | 94.5%    | 95.8%    | 95.4%    | 87.5%    | 88.1%    |
| Nonmonetary Determinations                     |           |          |          |          |          |          |          |          |          |
| Separation Determinations within 21 days       | 80%       | 94.8%    | 95.2%    | 85.2%    | 86.0%    | 85.3%    | 81.6%    | 33.2%    | 55.6%    |
| Nonseparation Determinations within 14 days    | 80%       | 78.2%    | 79.0%    | 65.0%    | 67.3%    | 79.8%    | 79.1%    | 45.7%    | 51.6%    |
| Nonmonetary Determinations scoring ≥ 80 pts    | 75%       | 42.6%    | 63.7%    | 35.4%    | 24.9%    | 82.4%    | 90.4%    | 62.7%    | 65.9%    |
| Lower Authority Appeals                        |           |          |          |          |          |          |          |          |          |
| LA decisions within 30 days                    | 60%       | 83.9%    | 82.5%    | 66.1%    | 67.2%    | 76.8%    | 74.8%    | 77.5%    | 81.1%    |
| LA decisions within 45 days                    | 80%       | 96.0%    | 95.6%    | 81.8%    | 84.3%    | 90.5%    | 89.0%    | 96.3%    | 95.6%    |
| LA decisions within 90 days                    | 95%       | 98.7%    | 98.7%    | 92.2%    | 94.1%    | 97.9%    | 97.6%    | 99.7%    | 99.6%    |
| LA benefit appeals with combined scores ≥ 85%  | 80%       | 95.0%    | 97.5%    | 92.3%    | 89.5%    | 95.0%    | 93.7%    | 100.0%   | 97.4%    |
| Higher Authority Appeals                       |           |          |          |          |          |          |          |          |          |
| HA decisions within 45 days                    | 50%       | 89.8%    | 90.5%    | 80.6%    | 66.2%    | **       | **       | 59.8%    | 69.6%    |
| HA decisions within 75 days                    | 80%       | 96.5%    | 97.5%    | 95.6%    | 90.8%    | **       | **       | 95.0%    | 95.7%    |
| HA decisions within 150 days                   | 95%       | 98.7%    | 99.4%    | 99.7%    | 99.0%    | **       | **       | 98.8%    | 99.6%    |
| Tax/Cash Management                            |           |          |          |          |          |          |          |          |          |
| New status determinations made within 90 days  | 60%       | 47.4%    | 51.7%    | 92.6%    | 93.0%    | 88.7%    | 88.0%    | 82.8%    | 85.6%    |
| New status determinations made within 180 days | 80%       | 71.5%    | 76.9%    | 96.0%    | 96.7%    | 92.8%    | 92.4%    | 88.6%    | 90.8%    |
| Days' worth of deposits in Clearing Account    | <= 2 days | 2.9      | 2.4      | 0.9      | 0.9      | 0.6      | 0.8      | 3.4      | 3.2      |
| Annual Ratio                                   | <= 1.75   | 2.26     | 1.84     | 0.78     | 0.73     | -0.16    | 0.22     | 1.77     | 1.75     |
| GPRA Performance                               |           |          |          |          |          |          |          |          |          |
| UI Reciprocity Rate                            | NA        | 20.9%    | 21.0%    | 47.6%    | 44.0%    | 35.4%    | 33.4%    | 58.3%    | 46.6%    |
| BAM Wage Replacement Ratio                     | NA        | 43.4%    | 45.4%    | 38.5%    | 38.0%    | 51.4%    | 53.7%    | 44.6%    | 44.2%    |
| UI claimants registered with ES (BAM)          | NA        | 85.1%    | 78.5%    | 0.0%     | 0.0%     | 60.2%    | 63.6%    | 15.0%    | 18.1%    |

\*\* State does not have higher authority appeals.

## UI QUARTERLY MANAGEMENT REPORT REGION VI - SEATTLE

Report Period: April 1, 1999 to March 31, 2000

Rundate: 23-Jun-2000

| TIER I AND GPRA MEASURES                       | CRITERION | AK       |          | ID       |          | OR       |          | WA       |          |
|--|-----------|----------|----------|----------|----------|----------|----------|----------|----------|
|  |           | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs | Last Qtr | All Qtrs |
| First Payment Timeliness                       |           |          |          |          |          |          |          |          |          |
| 1st Pays in 14/21 days (combined)              | 90%       | 90.3%    | 89.9%    | 97.1%    | 96.8%    | 95.3%    | 95.0%    | 88.4%    | 89.7%    |
| 1st Pays in 14/21 days - intrastate            | 87%       | 91.6%    | 91.5%    | 97.1%    | 96.8%    | 95.4%    | 95.0%    | 88.4%    | 90.0%    |
| 1st Pays in 14/21 days - interstate            | 70%       | 88.7%    | 87.6%    | 89.8%    | 90.7%    | 96.0%    | 94.1%    | 81.4%    | 77.9%    |
| 1st Pays in 35 days (combined)                 | 95%       | 96.9%    | 97.2%    | 99.4%    | 99.2%    | 98.7%    | 98.4%    | 95.9%    | 96.7%    |
| 1st Pays in 35 days - intrastate               | 93%       | 97.5%    | 97.5%    | 99.4%    | 99.1%    | 98.7%    | 98.4%    | 95.8%    | 96.7%    |
| 1st Pays in 35 days - interstate               | 78%       | 96.2%    | 96.9%    | 98.0%    | 97.7%    | 98.3%    | 97.2%    | 92.0%    | 92.5%    |
| Nonmonetary Determinations                     |           |          |          |          |          |          |          |          |          |
| Separation Determinations within 21 days       | 80%       | 92.7%    | 93.0%    | 83.4%    | 84.5%    | 82.9%    | 85.5%    | 45.8%    | 55.6%    |
| Nonseparation Determinations within 14 days    | 80%       | 90.9%    | 89.2%    | 88.2%    | 86.0%    | 64.2%    | 68.9%    | 73.3%    | 76.7%    |
| Nonmonetary Determinations scoring ≥ 80 pts    | 75%       | 72.2%    | 72.9%    | 80.5%    | 88.5%    | 59.2%    | 67.6%    | 60.2%    | 54.6%    |
| Lower Authority Appeals                        |           |          |          |          |          |          |          |          |          |
| LA decisions within 30 days                    | 60%       | 83.6%    | 80.1%    | 91.9%    | 82.3%    | 78.4%    | 77.1%    | 63.7%    | 66.2%    |
| LA decisions within 45 days                    | 80%       | 96.4%    | 94.9%    | 97.5%    | 97.4%    | 89.7%    | 89.0%    | 84.4%    | 85.3%    |
| LA decisions within 90 days                    | 95%       | 99.8%    | 99.8%    | 99.9%    | 99.9%    | 98.2%    | 98.1%    | 94.8%    | 95.6%    |
| LA benefit appeals with combined scores ≥ 85%  | 80%       | 0.0%     | 93.3%    | 9000.0%  | 90.0%    | 100.0%   | 100.0%   | 85.0%    | 93.6%    |
| Higher Authority Appeals                       |           |          |          |          |          |          |          |          |          |
| HA decisions within 45 days                    | 50%       | 58.8%    | 55.5%    | 92.5%    | 82.0%    | 90.6%    | 91.1%    | 97.9%    | 97.8%    |
| HA decisions within 75 days                    | 80%       | 94.1%    | 88.4%    | 100.0%   | 90.8%    | 95.6%    | 95.9%    | 99.6%    | 99.4%    |
| HA decisions within 150 days                   | 95%       | 100.0%   | 98.1%    | 100.0%   | 94.4%    | 99.5%    | 99.8%    | 99.9%    | 100.0%   |
| Tax/Cash Management                            |           |          |          |          |          |          |          |          |          |
| New status determinations made within 90 days  | 60%       | 77.9%    | 84.0%    | 84.3%    | 88.2%    | 87.3%    | 85.6%    | 84.4%    | 87.5%    |
| New status determinations made within 180 days | 80%       | 88.3%    | 92.1%    | 88.9%    | 92.9%    | 93.5%    | 91.8%    | 91.9%    | 94.6%    |
| Days' worth of deposits in Clearing Account    | <= 2 days | 1.6      | 1.6      | 2.6      | 2.6      | 1.7      | 1.3      | 2.3      | 2.2      |
| Annual Ratio                                   | <= 1.75   | 0.29     | 0.28     | 1.82     | 2.08     | 2.43     | 1.85     | 1.58     | 1.48     |
| GPRA Performance                               |           |          |          |          |          |          |          |          |          |
| UI Reciprocity Rate                            | NA        | 71.5%    | 65.7%    | 53.1%    | 38.8%    | 50.2%    | 44.1%    | 56.5%    | 53.1%    |
| BAM Wage Replacement Ratio                     | NA        | 28.2%    | 30.7%    | 50.7%    | 50.0%    | 47.2%    | 47.4%    | 51.1%    | 51.4%    |
| UI claimants registered with ES (BAM)          | NA        | 35.3%    | 40.0%    | 44.1%    | 57.1%    | 100.0%   | 99.4%    | 77.9%    | 81.5%    |